



FEDERAL FISCAL YEARS 2019-2023 PASSENGER TRANSPORTATION PLAN

January 2018

SECTION 1

Introduction

DMAMPO

The Des Moines Area Metropolitan Planning Organization (MPO) acts as the formal transportation body for the greater Des Moines metropolitan area, carrying out the intent of 23 CFR 450. In 1983, the Governor of Iowa designated the MPO as the official MPO for the Des Moines Urbanized Area, as defined by the US Census Bureau. The MPO functions as the Transportation Management Area as well, as it exceeds the population threshold of 200,000 persons established in 23 CFR 450.104. The MPO is committed to implementing a comprehensive, coordinated, and continuing multimodal transportation planning process for the greater Des Moines metropolitan area.

The MPO provides a regional forum to ensure coordination between the public and local, state, and federal agencies in regard to planning issues and to prepare transportation plans and programs. The MPO develops both long- and short-range multimodal transportation plans, selects and approves projects for federal funding based upon regional priorities, and develops methods to reduce traffic congestion.

In 2017, the MPO was comprised of 16 cities; DART; three associate, non-voting cities; unincorporated portions of three counties in Central Iowa; and one associate, non-voting county. The MPO's planning area encompasses over 500 square miles.

CIRTPA

The Central Iowa Regional Transportation Planning Alliance (CIRTPA) organized in 1994 to carry out transportation planning for eight counties in Central Iowa. It serves as the designated regional transportation planning agency for the Iowa Department of Transportation's Region 11. The CIRTPA coordinates planning and programming efforts in the region and fosters new partnerships with state and local officials.

The CIRTPA maintains an agreement with the Des Moines Area MPO for support services in executing its transportation planning responsibilities. These activities must be carried out in order for the area to receive federal surface transportation funds, consistent with Section 450 of Title 23 of the United States Code.

Process

Over the past several years, Greater Des Moines has placed a greater emphasis on regional cooperation and coordination. The region has recognized the efficiencies and the economies of scale that can be achieved by doing so across multiple areas – economic development, the food system, housing, and public transportation, to name a few.

To address public transportation at the regional level, the MPO develops a *Passenger Transportation Plan* (PTP), which is designed to promote joint, coordinated transportation planning programs that further the development of the local and regional public transportation systems.

The development of this Federal Fiscal Years (FFY) 2019 - 2023 PTP, the Des Moines Area Metropolitan Planning Organization (MPO) and the Des Moines Area Transportation Advisory Group (TAG) thoroughly reviewed the FFY 2015-2019 PTP, the 2013 *Anyone, Anywhere, Any Time on Any Service Transportation Study* that inventoried existing resources, identified opportunities for agency and resource coordination, analyzed existing barriers, and proposed recommendations for the coordination of transportation services. Additionally, a review of all TAG meeting minutes, a transportation user and provider survey, small group discussions, and interviews were conducted.

Surveys

In developing the PTP, the MPO and CIRTPA disseminated two surveys: the Transportation User Survey and the Transportation Provider Survey. The TAG and mobility coordinators reviewed both surveys. Once finalized, the surveys were distributed to over 100 agencies and organizations in Central Iowa. The surveys also were marketed on stakeholder websites, Facebook pages, and Twitter feeds. Local transit agencies distributed notice of the Transportation User Survey, and TAG members distributed paper copies of this survey to interested parties.

The participant survey received just 25 responses, and the provider survey received 7 responses. While these numbers are not what this effort had hoped for, the survey's findings do bring up many issues to be addressed in this plan, and reinforce the aims of this plan.

Working Groups

The most recent TAG monthly meeting focused on this plan. This involved small group work sessions focused on the review of materials, the discussion of the previous PTP, and the organization, prioritization, and forward momentum of ideas proposed in the previous PTP (FFY 2015-2019). The TAG member organizations are below and minutes of this meeting is included as an appendix.

Lutheran Services of Iowa	United Way of Central Iowa
Department of the Blind	Iowa Department of Human Services
Iowa Asian Alliance	Iowa Workforce Development
USCRI	Wesley Life
Des Moines Schools	Iowa Department of Transportation
Bridges of Iowa	HIRTA
Iowa Braille	Joy Ride
DART	Joppa
Easter Seals	Iowa Department of the Blind
St. Vincent DePaul Society	Mercy
Catholic Charities	AmeriGroup
Disability Rights Iowa	Impact
Aging Resources	Goodwill
Beacon of Life	Community Support Advocates
Center for Independent Living	American Cancer Society
Primary Health Care	DSM MPO
Visiting Nurse Services	Iowa Heart
Eyerly Ball	Oakridge Neighborhood
Broadlawns	Unity Point
Crest Services	Veterans Administration
Mainstream Living	Passage Ways
Central Iowa Shelter Services	Mosaic
Candeo	Employee and Family Resources
Child Serve	Central Iowa Works
Iowa Department of Public Health	Progress Industries
DSM Religious Council	Link Associates

Figure 1: TAG Member Organizations

Small Group Discussions with TAG Member Organizations

The mission of the TAG is “to bring human service agencies and transportation providers together for the common objective of improving mobility options for individuals in need.” Therefore, to address the needs of these groups small group discussions were had with TAG member organizations to identify specific gaps in services from a variety of vantage points and locations within the Greater Des Moines area. Discussions were also had with staff of these organizations to understand challenges and successes they have found in passenger transportation. Due to the flexible nature of a planning document, and the room for constant improvement, these discussions will continue through this document’s life to ensure priorities, needs, and emerging issues are discussed and dealt with collaboratively.

SECTION 2: Inventory and Area Profile

Figure 2, continued through the following pages, showcases the numerous ground passenger transportation options in Central Iowa. Each of the 97 providers offer a variety of services to differing socioeconomic groups, at varying scales and times.

Provider	Type of Service	Eligibility Requirement	Hours of Service	Days of Service	Type of Vehicles	Number of Vehicles	ADA Status of Fleet
A-1 Executive Limousine	Charter	-	As needed	As needed	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
Abilities Unlimited Inc.	Demand responsive	Disabled	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
AIDS Project of Central Iowa	Demand responsive, bus passes/tokens	HIV positive	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
American Cancer Society	Demand responsive, curb-to-curb	Cancer patient	As needed	As needed	N/A	N/A	N/A
CTI Signature Transportation	Charter	-	As needed	As needed	Limo, buses	20	2 accessible
Ames Taxi/Cyclone Cab	Demand responsive	-	As needed	As needed	Cars, van	8	Not ADA accessible
Ames Transit Agency (CyRide)	Fixed route	-	6:00 am to 3:00 am	Daily	Buses	104	Accessible
Arrow Stage Lines	Charter	-	As needed	As needed	Buses	7	1
Basics and Beyond	Demand responsive	-	School hours	Monday through Friday	Suburbans, buses	32	3 accessible buses
Beyond Welfare, Inc.	Vehicle donation	Low income Story County resident	N/A	N/A	N/A	N/A	N/A
Boone County Community Services	Bus passes/tokens	Disability	N/A	N/A	N/A	N/A	N/A
Broadlawn Hospital	Bus passes/tokens	-	N/A	N/A	N/A	N/A	N/A
Burlington Trailways	Intercity	-	As needed	As needed	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
Calvin Community	Demand responsive	Home resident	As needed	As needed	Bus	1	Accessible
Capstone Behavioral Healthcare	Demand responsive	Enrolled inCommunity Support Program	As needed	As needed	1	1	Not ADA accessible
Carnival Coaches	Charter	-	As needed	As needed	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
Central Iowa Shelter & Services	Demand responsive, curb-to-curb, bus passes/tokens	Low income	As needed	As needed	Van	1	Not ADA accessible
Central Iowa Transit Charters	Charter	-	As needed	As needed	Buses, limousines	Data Not Yet Available	Data Not Yet Available
ChildServe	Demand responsive	ChildServe client	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
City of Des Moines - Arche Brooks Community Services	Bus passes/tokens	Low income Des Moines resident	N/A	N/A	N/A	N/A	N/A
City of Des Moines - Forest Avenue Community Services	Bus passes/tokens	Low income Des Moines resident	N/A	N/A	N/A	N/A	N/A
City of Des Moines - Logan Community Services	Bus passes/tokens	Low income Des Moines resident	N/A	N/A	N/A	N/A	N/A

Provider	Type of Service	Eligibility Requirement	Hours of Service	Days of Service	Type of Vehicles	Number of Vehicles	ADA Status of Fleet
City of West Des Moines - Human Services	Demand responsive, door-to-door, door-through-door	West Des Moines resident; medical trip; emergency grocery trip where transportation is not available	8:00 am to 4:00 pm	Monday through Friday	Buses, van	3	Accessible
Community Support Advocates	Bus passes/tokens	Disability	N/A	N/A	N/A	N/A	N/A
Crawford Hall Family Shelter	Demand responsive	-	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
Crisis Intervention & Advocacy Center	Escort services	Victims of sexual abuse, domestic abuse and/or homelessness who are in crisis	As needed	As needed	N/A	N/A	N/A
Crisis Intervention Services	Demand responsive	Medical trip; access to work and school; essential shopping, personal, business, and court appearances/ meetings	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
Des Moines Area Regional Transit (DART)	Fixed route, deviated fixed route, demand-responsive, door-to-door, RideShare	-	5:30 am to 11:30 pm Monday through Friday; 6:45 am to 10:00 pm Saturday; 7:45 am to 6:30 pm Sunday	Daily	Large & Small Buses, Vans	363	All buses and two RideShare vehicles are accessible
Des Moines Christian School	Carpool coordination	Student	School hours	Monday through Friday	N/A	N/A	N/A
Des Moines Commuters Club	Carpool	ISU staff or student	School hours	Monday through Friday	N/A	N/A	N/A
Durham School Services	School	Child in the school district	School hours	Monday through Friday	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
Ethnic Minorities of Burma Advocacy & Resource Center (EMBARC)	Demand responsive, curb-to-curb	Refugee	N/A	N/A	N/A	N/A	N/A
Fleur Heights	Demand responsive	Home resident	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
Fraser Ambulance	Demand responsive	Medical trip	As needed	Daily	Data Not Yet Available	Data Not Yet Available	Accessible
Freedom Taxi	Taxi	-	As needed	As needed	Data Not Yet Available	Data Not Yet Available	Accessible
Gene's Transportation Service	Demand responsive	-	Data Not Yet Available	Data Not Yet Available	Vans	2	Not ADA accessible
Genesis Development	Demand responsive, mileage reimbursement	Disability	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
Greyhound Bus Lines	Intercity	-	Subject to change	Subject to change	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
Grimes Volunteer Support Services (GVSS)	Demand responsive	Medical trip	Dependent on volunteer availability	Dependent on volunteer availability	N/A	N/A	N/A

Provider	Type of Service	Eligibility Requirement	Hours of Service	Days of Service	Type of Vehicles	Number of Vehicles	ADA Status of Fleet
Heart of Iowa Regional Transit Agency (HIRTA)	Demand responsive, door-to-door	Some reduced fares require eligibility	7:30 am to 4:00 pm	Monday through Friday	Minivans, buses	92	Accessible
Boone County Transportation	Demand responsive, paratransit	Some reduced fares require eligibility	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
Christian Opportunity Center	Demand responsive, paratransit	Some reduced fares require eligibility	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
HomeCare Services, Inc.	Demand responsive, paratransit	Some reduced fares require eligibility	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
Madison County Elderly Services	Demand responsive, paratransit	Some reduced fares require eligibility	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
Marion County Community Action	Demand responsive, paratransit	Some reduced fares require eligibility	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
Red Rock Area Community Action Program/ Warren County Center	Demand responsive, paratransit	Some reduced fares require eligibility	8:00 am to 4:00 pm	Monday through Friday	Buses	10	9 of 10 are accessible
Innovative Industries	Demand responsive	Disability	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
Intention	Demand responsive	Disability	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
Iowa Bureau of Refugee Services	Demand responsive, curb-to-curb	Refugee	5:00 am to 1:00 am	Daily	Vans, cars	Flexible (can increase capacity as needed through short-term leases from state motor pool vehicles)	Not ADA accessible
Iowa Department of Human Services-Warren County	Gas cards, bus passes/tokens	Must be going to DHS recommended service	N/A	N/A	N/A	N/A	N/A
Iowa New Choices	Bus passes/tokens	Low income	N/A	N/A	N/A	N/A	N/A
Jefferson Bus Lines	Intercity	-	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
Joy Ride Transport	Demand responsive, door-to-door	-	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
Knoxville Hospital and Clinics	Demand responsive	Patient	N/A	N/A	N/A	N/A	N/A
Legs on Lease	Demand responsive	-	6:00 am to 5:00 pm	Monday through Friday	Vans	3	Not ADA accessible
Link Associates	Demand responsive, curb-to-curb	Disability	7:00 am to 5:00 pm	Monday through Friday	Buses, minivans, cars, trucks	40	14
Madison County Elderly Services	Demand responsive	Medical trip; access to work and school; essential shopping, personal, and business trip	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available

Provider	Type of Service	Eligibility Requirement	Hours of Service	Days of Service	Type of Vehicles	Number of Vehicles	ADA Status of Fleet
Boone County Transportation	Demand responsive, paratransit	Some reduced fares require eligibility	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
Christian Opportunity Center	Demand responsive, paratransit	Some reduced fares require eligibility	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
HomeCare Services, Inc.	Demand responsive, paratransit	Some reduced fares require eligibility	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
Madison County Elderly Services	Demand responsive, paratransit	Some reduced fares require eligibility	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
Marion County Community Action	Demand responsive, paratransit	Some reduced fares require eligibility	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
Red Rock Area Community Action Program/ Warren County Center	Demand responsive, paratransit	Some reduced fares require eligibility	8:00 am to 4:00 pm	Monday through Friday	Buses	10	9 of 10 are accessible
Innovative Industries	Demand responsive	Disability	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
Intention	Demand responsive	Disability	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
Iowa Bureau of Refugee Services	Demand responsive, curb-to-curb	Refugee	5:00 am to 1:00 am	Daily	Vans, cars	Flexible (can increase capacity as needed through short-term leases from state motor pool vehicles)	Not ADA accessible
Iowa Department of Human Services-Warren Co.	Gas cards, bus passes/tokens	Must be going to DHS recommended service	N/A	N/A	N/A	N/A	N/A
Iowa New Choices	Bus passes/tokens	Low income	N/A	N/A	N/A	N/A	N/A
Jefferson Bus Lines	Intercity	-	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
Joy Ride Transport	Demand responsive, door-to-door	-	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
Knoxville Hospital and Clinics	Demand responsive	Patient	N/A	N/A	N/A	N/A	N/A
Legs on Lease	Demand responsive	-	6:00 am to 5:00 pm	Monday through Friday	Vans	3	Not ADA accessible
Link Associates	Demand responsive, curb-to-curb	Disability	7:00 am to 5:00 pm	Monday through Friday	Buses, minivans, cars, trucks	40	14
Madison County Elderly Services	Demand responsive	Medical trip; access to work and school; essential shopping, personal, and business trip	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
Madrid Home for the Aging	Demand responsive	Home resident	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available

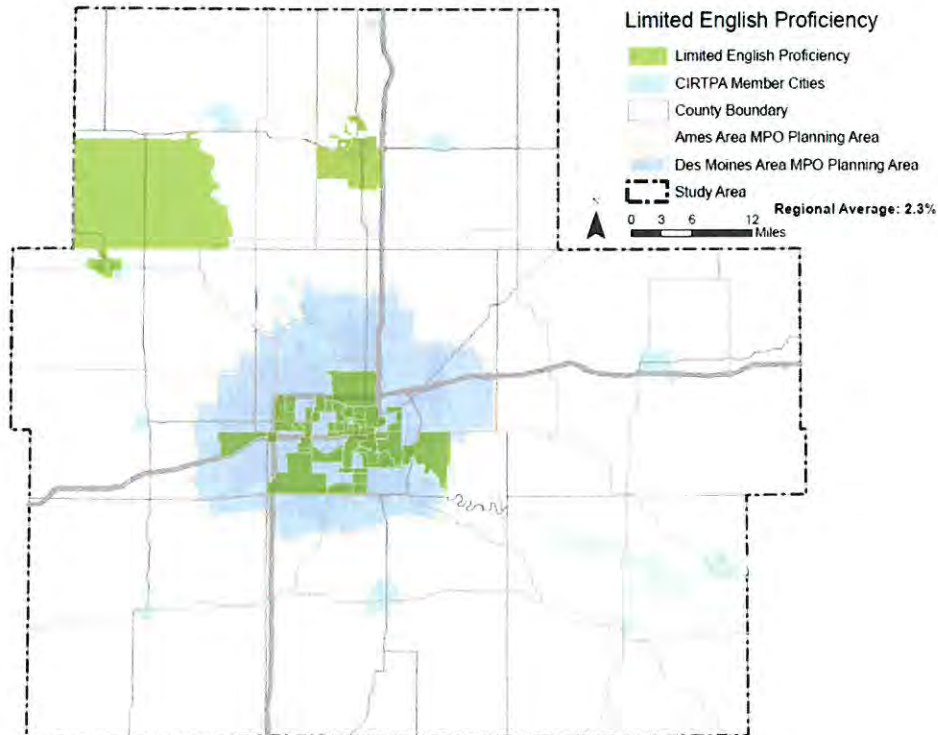
Provider	Type of Service	Eligibility Requirement	Hours of Service	Days of Service	Type of Vehicles	Number of Vehicles	ADA Status of Fleet
Mainstream Living	Demand responsive	Disability, enrolled in the program	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
Majestic Limousine & Coach	Charter	-	As needed	As needed	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
Marion County Care Facility	Demand responsive	Facility resident	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
Mary Greeley Medical Center	Bus Passes/Tokens	-	N/A	N/A	N/A	N/A	N/A
Mercy Medical Center	Demand responsive, bus passes/tokens	Medical trip	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
Midwest Ambucare	Demand responsive	Medical trip	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
NAMI of Central Iowa	Mileage reimbursement	Disability	N/A	N/A	N/A	N/A	N/A
Old Market Limousine	Charter	-	As needed	As needed	Cars, buses	14	Not ADA accessible
PACT Program	Demand responsive, mileage reimbursement	Patient	All	As needed	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
Perry Health Care Center	Demand responsive, bus passes/tokens	Medical trip	After HIRTA hours	Weekends	Van	1	Accessible
Pleasant Care Living Center	Demand responsive	Home resident	As needed	As needed	Van	1	Accessible
Polk City Nursing and Rehab Center	Demand responsive	Client of the center	As needed	As needed	Van	1	Accessible
Polk County Human Services	Bus passes/tokens	Age, disability, and income	N/A	N/A	N/A	N/A	N/A
Primary Health Care, Inc.	Demand Responsive, bus passes/tokens	Homeless or no insurance	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
Prime Towers	Demand responsive	Home resident	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
Refugee Cooperative Services - Iowa Lutheran Services	Demand responsive	Refugee	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
Rowley Masonic Home	Demand responsive	Home resident	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
Smithson Limousine Service	Charter	-	As needed	As needed	Car, trolleys	Data Not Available	Data Not Available
St. Joseph's Family Emergency Shelter	Bus passes/tokens, volunteers	Low income families	As needed	As needed	N/A	N/A	N/A
Story County Community Life Program	Demand responsive, mileage reimbursement, bus passes/tokens	Disability	All	As needed	Vans, cars	23	Accessible

Provider	Type of Service	Eligibility Requirement	Hours of Service	Days of Service	Type of Vehicles	Number of Vehicles	ADA Status of Fleet
Story County Community Services	Bus passes/tokens	Age, disability, and income	N/A	N/A	N/A	N/A	N/A
Stumbo Transportation	School	Child in the school district	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
SUCCESS Program - Des Moines Public Schools	Demand responsive, bus passes/tokens	Child in the school district	School hours	Monday through Friday	Buses	134	Accessible
Trans Iowa, LC	Taxi, charter	-	As needed	As needed	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
Urbandale Caring Corps	Demand responsive	Urbandale resident	8:00 am to 5:00 pm	Monday through Friday	Sedans, SUVs, trucks	50 volunteer vehicles	Not ADA accessible
Visiting Nurses Services	Demand responsive, curb-to-curb	Under 21, medical appointments	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
Visiting Nurse Services of Iowa Senior Companion Program	Door-through-door, escort services	County guidelines	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
Warren County General Assistance	Gas money	-	N/A	N/A	N/A	N/A	N/A
Warren County MH/DD Community Services	Transportation coordination	Disability	N/A	N/A	N/A	N/A	N/A
Wesley Acres	Demand responsive	Home resident	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available	Data Not Yet Available
Windstar Lines	Charter	-	As needed	As needed	Vans, buses	60	4 accessible
Young Womens Resource Center	Demand responsive	Students	After school and evenings	Monday through Thursday	Vans	15	Not ADA accessible

Area Profile

The CIRTPA planning area is located in Central Iowa, occupying the following eight counties: Boone, Dallas, Jasper, Polk, Madison, Marion, Story, and Warren. Within the CIRTPA region lays the Des Moines Area MPO, located in portions of Dallas, Polk, Madison, and Warren Counties, as well as the Ames MPO within Story and Boone Counties. According to the 2012-2016 American Community Survey 5-year estimates, the eight-county region is home to more 760,000 people, with roughly 500,000 residing inside the Des Moines Area MPO planning boundary. The region's unemployment rate averages at 3.5 percent, falling below the current national rate of 6.7 percent (US Bureau of Labor Statistics). The average poverty rate also falls below the national rate of 14.3 percent, at 9.6 percent of all people. While unemployment and poverty rates sit below the national averages, there is still a need to focus on passenger transportation in the region. On average, only about 1.2 percent of people currently use public transportation as a means of commuting to work. With an aging population in the rural areas of the region and a growing demographic of urbanites choosing public transportation over driving, demand for other means of transportation is rapidly growing.

To address the needs of the region's limited English proficient (LEP) population, an analysis was performed to locate concentrated areas where LEP populations live. Using 2011-2015 American Community Survey 5-year data, the percent of the population considered to be LEP for each census tract was calculated and compared to all census tracts in the eight-county region. Any tract that had a percentage above the regional average of 2.3 percent was determined to be a concentrated area of LEP populations. The map below displays these areas.



Map 1: Central Iowa Limited English Proficiency Analysis (ACS, 2011-2015 5-year Average)

A majority of the LEP census tracts are located within or near the two MPO boundaries in the region (Des Moines Area MPO and Ames Area MPO). Additional concentrated areas of LEP populations

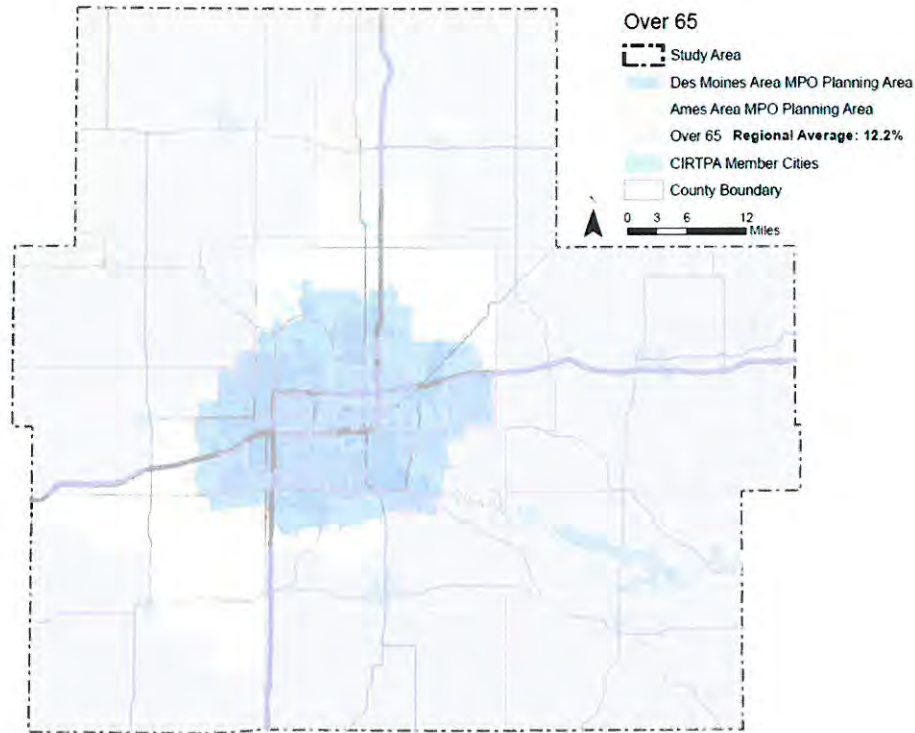
exist in the City of Perry, which is located near the northern border of Dallas County. The following table breaks down the amount of LEP households by county.

County	Total Households	LEP Households	LEP Percent	Over 500 LEP Households?
Boone	10,759	25	0.2%	No
Dallas	27,593	452	1.6%	No
Jasper	14,437	22	0.2%	No
Madison	6,225	40	0.6%	No
Marion	12,978	91	0.7%	No
Polk	177,049	5,283	3.0%	Yes
Story	35,901	1,120	3.1%	Yes
Warren	18,009	9	0.0%	No
Total	302,951	7,042	2.3%	-

Table 1: Regional Analysis of Households with Limited English Proficiency (ACS, 2015)

The LEP population’s need for access to passenger transportation programs and activities includes providing schedules and brochures in languages other than English. Within the Des Moines Area MPO, services such as the Des Moines Area Regional Transit Authority (DART) offer a number of foreign language translations of their website through Google, and have a translation service that users can call into for many different languages. For areas outside the Des Moines Area MPO, services like HIRTA provide translation for various brochures and schedules.

Along with LEP populations, concentrations of persons over the age of 65 are also important for transit agencies to locate, as these populations rely more heavily on passenger transportation. The following map displays concentrated areas of persons over the age of 65. These areas were determined using the same methodology used for locating LEP areas. The map shows that a majority of the census tracts outside of the two MPO planning areas have high concentrations of persons over 65.



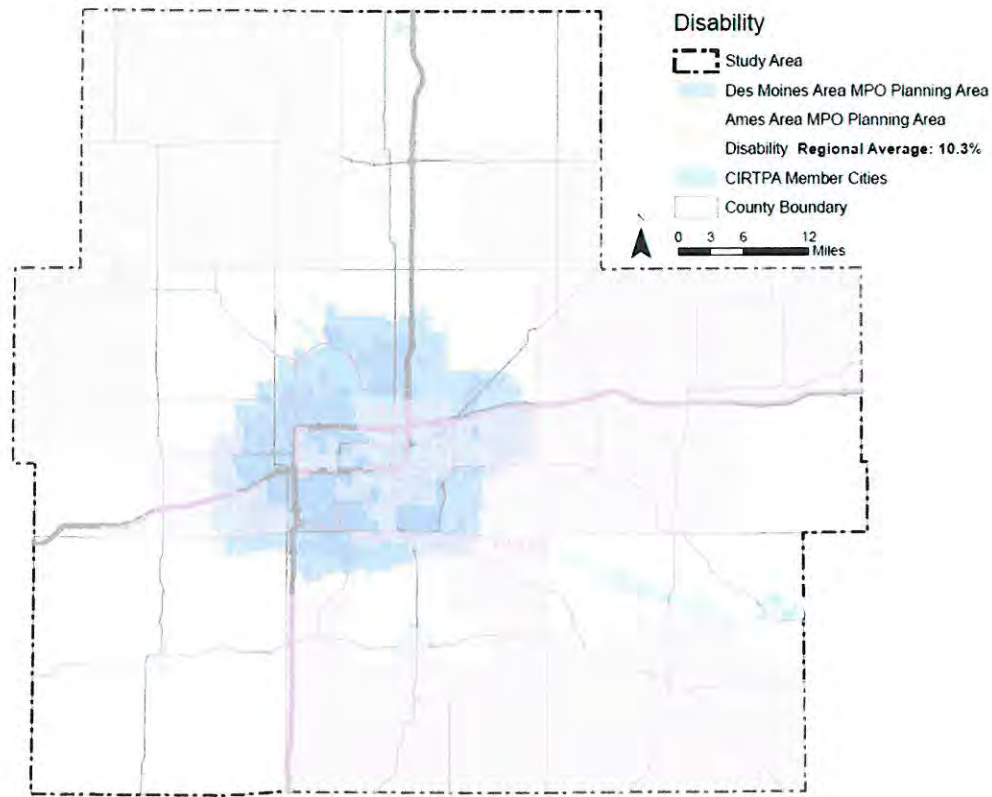
Map 2: Regional Analysis of Populations over 65 (ACS, 2011-2015 5-year Average)

Looking regionally, the total estimated number of people over 65 make up 12.2 percent of the entire population. Of all the counties, Jasper County has the highest percent, sitting at 17.7, and Story County has the lowest at 10.4 percent. All of these numbers are growing regionally. The following table breaks this information down by county estimates.

County	Total Population	Population over 65	Percent over 65
Boone	26,401	4,431	16.8%
Dallas	74,892	8,111	10.8%
Jasper	36,726	6,489	17.7%
Madison	15,644	2,444	15.6%
Marion	33,248	5,378	16.2%
Polk	452,369	51,709	11.4%
Story	93,586	9,698	10.4%
Warren	47,542	6,828	14.4%
Total	780,408	95,088	12.2%

Table 2: Regional Analysis of Populations over 65 (ACS, 2011-2015 5-year Average)

Similar to populations over 65, people with disabilities are also more dependent on passenger transportation. Concentrated areas of people with disabilities were determined using the same methodology as the previously mentioned population groups. The following map shows that there is a scattering of disabled population groups across the CIRTPA region.



Map 3: Regional Analysis of Persons with Disability (ACS, 2011-2015 5-year Average)

Overall, 10.3 percent of the total population in the region has a disability. The county with the highest percentage is Jasper County, at 14.8 percent. Story County is the lowest, with 7 percent of its population having a disability. The table below displays information for all counties in the CIRTPA region.

County	Total civilian noninstitutionalized population	Population with Disability	Percent with Disability
Boone	25,769	3,643	14.1%
Dallas	74,382	5,656	7.6%
Jasper	35,023	5,189	14.8%
Madison	15,457	1,858	12.0%
Marion	32,999	4,084	12.4%
Polk	447,444	46,791	10.5%
Story	92,861	6,510	7.0%
Warren	46,957	5,311	11.3%
Total	770,892	79,042	10.3%

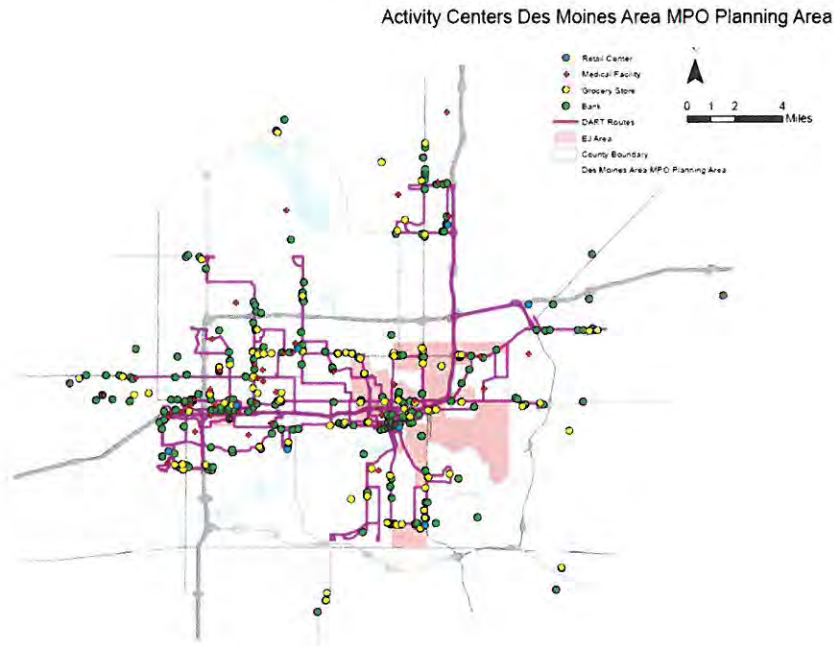
Table 3: Regional Analysis of Persons with Disability (ACS, 2011-2015 5-year Average)

Major activity centers in the region exist within the two MPO planning areas. Inside of the Des Moines Area MPO, large employers are located in various locations across Greater Des Moines. The primary

employment center is located in downtown Des Moines, where several large employers are based, including Principal Financial Group.

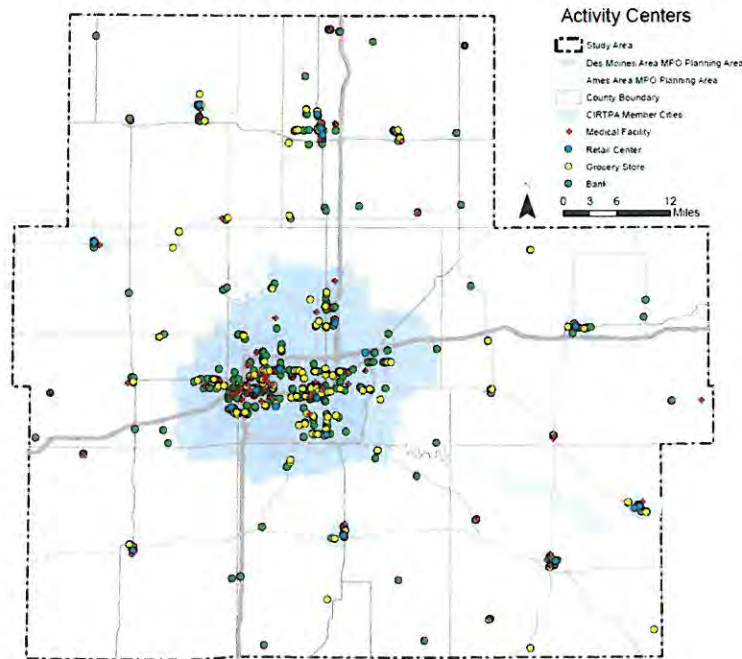
West Des Moines offers another employment center, surrounding the Jordan Creek Town Center. The existing mall in the area provides a large number of retail jobs and is a popular destination point for people across the entire CIRTPA/DMAMPO region. Large corporate offices such as Wells Fargo and Athene USA also add many jobs to the area.

The Greater Des Moines region offers a large amount of health care facilities near downtown Des Moines, as well as in West Des Moines, near 60th Street and University Avenue. Access to the various activity centers via public transit is displayed on the map on the following page.



Map 4: MPO Region Activities Center

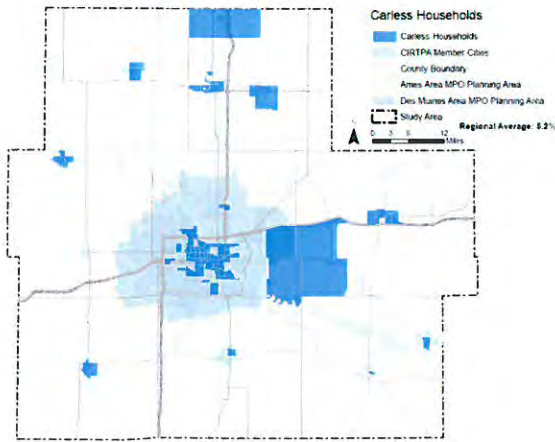
Looking beyond the Des Moines Area MPO boundary and into the more rural areas of the region, activity centers can typically be found in the larger communities that are current members of CIRTPA. These communities typically have stronger downtowns and larger health care facilities that serve a greater portion of the region. Along with health care facilities, grocery stores and retail centers in the region also tend to be located in these communities, while banks have a higher frequency and can also be found in the smaller communities throughout each of the eight counties. The following map displays these activity centers.



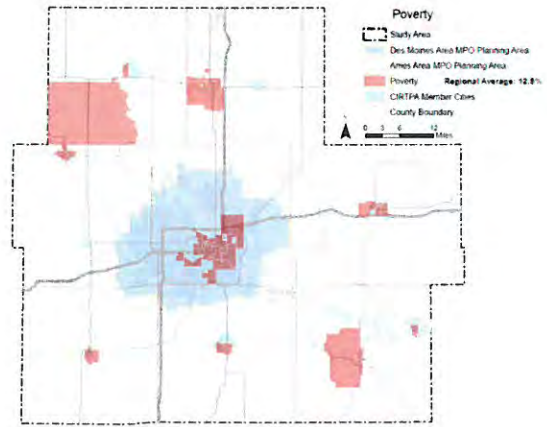
Map 5: CIRTPA Region Activity Centers (InfoGroup, 2014)

An understanding of where activity centers are in the region is a key component to successful passenger transportation planning. These areas provide both amenities and necessities to residents throughout the region. Access to these centers, then, becomes a need for those that rely on public transit as a means of transportation. By mapping the locations of banks, grocery stores, medical facilities, and retail centers, transit agencies can determine areas that currently do not have access via public transportation. Currently, the Heart of Iowa Regional Transit Agency (HIRTA) provides door to door transit services to all of the counties in the CIRTPA region, with the exception of Polk County. The Des Moines Area Regional Transit Authority (DART) serves a majority of the Des Moines Area MPO planning area, and is the largest public transit agency in Iowa.

Nearly 6 percent of the region is carless and more than 13 percent falls below the poverty level. These affect the Greater Des Moines population more than the region as a whole, and should be taken into consideration by organizations working within those boundaries. Maps of each of these population concentrations can be found on the next page.

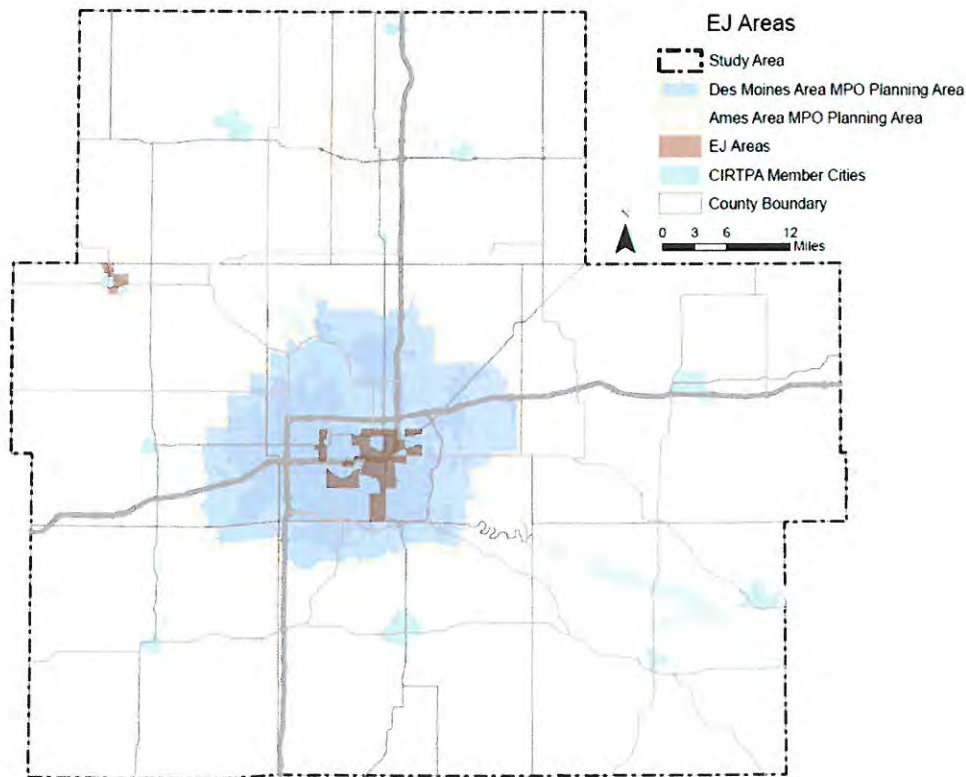


Map 6: Regional Analysis of Carless Households (ACS, 2011-2015 5-year Average)



Map 7: Regional Analysis of Poverty (ACS, 2011-2015 5-year Average)

Finally, the combination of these statistics, considered degrees of disadvantage, provides a glimpse at environmental injustice within the region. As shown in the map below, these areas are concentrated to central areas of the MPO region, specifically within Des Moines and West Des Moines, as well as, within the City of Perry.



Map 8: Regional Analysis of Environmental Injustice (ACS, 2011-2015 5-year Average)

SECTION 3: Coordination Issues

Transit Providers Overview

DART

On September 27, 2011, the DART Commission unanimously adopted DART's comprehensive regional transit plan, known as DART Forward 2035, as well as an alternatives analysis. The DART Forward 2035 plan includes an analysis and a plan of what transit service in the Des Moines metropolitan area should look like in the next ten years. This ten-year plan is fiscally constrained and includes an incremental service plan to achieve the vision. DART Forward 2035 also includes a longer-range plan that extends to 2035.

Due to growth within the region, DART completed a 5-year update in 2016 and found the following:









- Overall, DART ridership and service performance has responded extremely well to recent service changes. System ridership is up nine percent since FY12 and productivity remains strong after significant service increases. Expansion of weekend spans positively affected ridership, growing weekend ridership by 30 percent.
- Considerable growth is seen near the major transfer hubs (DART Central Station, Merle Hay Mall, Southridge Mall, and Valley West Mall), indicating riders are using the services more as one cohesive network rather than just a series of individual routes.
- The top three routes, Routes 60, 16, and 7, account for 34 percent of weekday ridership. This means improvements in these three routes will benefit over one in every three DART riders.
- Productivity is higher during the midday than it is during the morning and afternoon peaks. This is primarily caused by lower frequencies in the midday that require fewer revenue hours of service. It is a positive aspect of DART's ridership as it signals the potential for a live-work-play transit system where riders use transit service for all trip purposes, not just work and school trips.
- There are limited areas in the Greater Des Moines region that have the development patterns and densities to support successful all-day fixed-route transit services. However, because DART is comprised of 18 different member cities, it must balance investing service where it will be most successful and geographic service distribution. DART currently provides alternatives to fixed-route services in areas with lower demand in the form of Flex Routes and On Call Zones. The analysis shows that these service types are the lowest performing in the system and require a greater share of resources relative to the number of riders who benefit from the services. DART must work to find a cost-effective solution to providing regional mobility as well as working with developers to encourage new development along pre-existing transit corridors.

With this information service recommendations were developed in close collaboration with DART staff and informed by the key findings from the Market Analysis and Service Evaluation as well as feedback from surveys and public outreach efforts. The service recommendations are presented as a series of three different service growth scenarios.

- *Minimal Growth Plan:* This scenario focuses on strengthening the current DART network by improving all-week frequency on current routes and expanding service hours to better meet travel needs.
- *Moderate Growth Plan:* This scenario greatly increases service access in the existing service area by adding service on new corridors and works to better address community mobility needs by enhancing key corridors with 15-minute all-day service and shelters throughout those corridors.
- *Expanded Regional Plan:* This scenario expands DART’s service area by adding Freeway Rapid Transit along I-235 as well as the potential addition of new member cities. New services are proposed for cities of Norwalk, Waukee, and Indianola—and also recommends an Ames-Des Moines transit line as is frequently requested by community members.

The following chart outlines the benefits and costs for each of the plan options.

PROPOSED PLANS AT A GLANCE:

Service Plan Element	Current DART Network	Minimal Growth Plan	Moderate Growth Plan	Expanded Regional Plan
 Frequency (20-minute or less weekday service)	8% of population 22% of jobs	42% of population 57% of jobs	59% of population 73% of jobs	60% of population 74% of jobs
 Access (1/4 mile of all-day service)	65% of population 80% of jobs	69% of population 82% of jobs	70% of population 83% of jobs	75% of population 85% of jobs, Possible service to Ames, Indianola, Norwalk and Waukee
 Availability	6 a.m. to 11 p.m. weekday service 7 a.m. to 10 p.m. Saturday service 8 a.m. to 6 p.m. Sunday service	5 a.m. to midnight weekday service 6 a.m. to midnight Saturday service 6 a.m. to 9 p.m. Sunday service	5 a.m. to midnight weekday service 6 a.m. to midnight Saturday service 6 a.m. to 9 p.m. Sunday service	5 a.m. to midnight weekday service 6 a.m. to midnight Saturday service 6 a.m. to 9 p.m. Sunday service
 Experience	27 bus shelters	77 bus shelters	277 bus shelters, 5 enhanced corridors with transit priority measures	277 bus shelters, 5 enhanced corridors with transit priority measures, Freeway rapid transit
 Flexibility	Limited flex and on-demand services	Minimal investment in on-demand services, 13 mobility hubs	Moderate investment in on-demand services, 19 mobility hubs	Moderate investment in on-demand services, 19 mobility hubs
 Annual Plan Operating Cost	2025: \$39.6M 2035: \$53.9M	2025: \$49.2M 2035: \$66.8M	2025: \$69.9M 2035: \$94.8M	2025: \$73.3M 2035: \$99.3M
 Annual Plan Cost Per Person¹	2025: \$40.99 2035: \$46.61	2025: \$58.20 2035: \$67.91	2025: \$88.61 2035: \$108.90	2025: \$93.17 2035: \$114.50
 Projected Annual Ridership in 2035	6.3 Million	7.8 Million	11 Million	11.8 Million

¹ This reflects the average annual amount each resident would pay in taxes to support the proposed plans and is calculated by dividing locally-generated revenue by the total population.

Table 4: DART Growth Scenarios (2016)

HIRTA

In 2017, HIRTA approved their 10-year strategic plan, and during this time they anticipate their organization to continue to expand beyond boundary limits. They envision an interconnected web of transit options bridging the distance between rural communities and cities.

They will continue to improve and refine their operation and expand the frequency, availability, and destinations of their transit services. They will increase partnerships ensuring their service is complementary to other services. They will work to develop and implement innovative solutions such as, rural fixed-route service where feasible, as well as deviated routes, shuttles and expand same day on demand service through their HIRTA NOW program.

They envision having their central office location with a maintenance facility, which will allow them to operate more efficiently and have better oversight and control over the daily and preventative maintenance of the HIRTA owned vehicles. This will also be a cost savings doing the smaller, preventative maintenance in-house. They also want to work to have indoor bus facilities with parking in each of their 7 counties. This is a large far-reaching goal, however, they are certain it is attainable with support and assistance from various stakeholders. Indoor parking would keep their vehicles out of the elements and allowing a longer life for the vehicles. There is also a need to protect the drivers from the elements, especially during the winter months, where they currently have to clean ice and snow, which creates a greater risk of injury. Keeping HIRTA employees safe, reducing preventable injuries and reducing their workers comp claims are three very important areas they need always to keep in the forefront of their operations.

They will ensure their system is robust, and able to handle a new mobile and aging society, especially the growing baby boomer population.

In order to do so, the strategic plan sets out ten goals for HIRTA to strive for:

1. Provide an exceptional transportation experience
2. Ensure a culture of safety
3. Ensure organizational viability
4. Foster community partnerships
5. Increase use of technology
6. Dedicated focus on marketing
7. Improve connectivity
8. Build an inclusive culture of excellence through a talented and engaged workforce
9. Reduce reliance on federal grant programs
10. Improve and promote environmental sustainability

Future Service, Management, Fleet, and Facility Needs

Below outlines estimated additional needs to maintain the current transit networks, and to fully equip Des Moines' and Central Iowa's major transit organizations' future growth scenarios, described in the previous sections.

DART

It has yet to be determined which growth scenario DART will choose to take from their plan, DART Forward 2035 plan. Therefore, the specific future needs of the transit agency are unknown at this time. DART Forward 2035 does put forth the previously mentioned needs for each scenario (Table 4, Page 17).

If the current DART network is continued into the future there is no direct need for additional vehicles, staff, or facilities. However, there will be a need to replace the fleet as it ages.

The Minimal Growth Plan calls for an additional 50 bus shelters and 13 mobility hubs, but does not require additional vehicles. The Minimal Growth Plan also includes a new facility in its capital plan should DART decide to relocate to a new location that better meets its operational needs.

The Moderate Growth Plan scenario calls for the addition of 19 mobility hubs and 250 additional bus shelters. If this scenario is chosen it will also require a new facility to accommodate the current capacity and the 30 additional vehicles. Again, this facility's funding is including in their capital plan laid out in the DART Forward 2035 plan.

Finally, DART's Expanded Regional Plan builds off the Moderate Growth Plan scenario and calls for 44 new vehicles to accommodate the service growth (30 as planned in the Moderate Growth Plan and an additional 14 to maintain a good spare ratio). An additional 250 bus shelters, 19 mobility hubs, 5 enhanced corridors with transit priority measures, and freeway rapid transit.

Staffing needs for each of these scenarios is not laid out in DART Forward 2035, but based upon the scenarios put forth in the plan estimates can be made. It is assumed that in the current network requires no additional staff. The minimal scenario would require minimal additional staff as there is no increase in vehicles, but rather an increase in service hours. The moderate scenario would require roughly 30 and the regional scenario would require roughly 50 new staff to fill the increased service hours and fleet accordingly.

HIRTA

While challenges, such as funding vulnerabilities, do add uncertainty to the future service management, fleet, and facility expansions at HIRTA, there are some goals the organization is aiming for.

The strategic plan calls for the hiring of staff to oversee the human resource and information technology aspects of the organization, currently the staff is expected to rise from 98 to 102 staff members. It also aims to create their own central office and maintenance facility in the next ten years. Currently HIRTA leases 6 spaces and owns zero, the aim is to own one space that houses the whole entire organization. With this consolidation of spaces they foresee adding 2 new vehicles in the coming years to a total fleet of 94.

Finally, while no specific fleet needs are addressed in HIRTA's strategic plan, it is assumed that with the expansion of service and hours laid out there will be a need to, at the very least, replace current fleet vehicles as their current fleet ages, and potential staffing to fill these gaps.

Status of Previously Recommended Priorities + Strategies

DART Service Changes

Over the last year, DART has added many services and amenities including:

- Extension of the Route 17 to the Outlets of Des Moines
- Consolidation of the Routes 91 and 5 to provide all-day service between downtown Des Moines and Johnston on the Route 5
- Addition of the Route 10, through a partnership with Broadlawns, between Pleasant Hill and Des Moines
- Addition of Saturday D-Line service
- A pilot with United Way of Central Iowa to provide Hiatt Middle School students unlimited free rides on DART to see if attendance is improved

HIRTA Service Changes

- Extended hours - these adjustments vary by county based on need and viability.
- Facilities portal, allowing Human Service agencies, Clinics, etc., to schedule trips for their clients
- Providing direct transit services in 5 of our 7 county region
- Transitioned from paper driver manifests to Tablets
- Electronic pre / post trips
- HIRTA NOW - same day transit service
- Increased service to Des Moines 3-5 days per week
- Increase service to Iowa City 1 day per week
- Developed Job Seeker program, giving free rides to those newly employed with plans to expand throughout our region

Service-Related Projects

The TAG proposed other passenger transportation projects in the FY 2015-2019 PTP update to help address unmet transportation needs. These projects are not necessarily specific to one transportation provider; instead, they are overall coordination initiatives designed to improve passenger transportation service across the region. Table 5 provides a glimpse into the progress made in these areas on the next page since the previous plan's adoption.

AGENCY	PROJECT	FUNDED	IMPLEMENTED	IMPACT
TAG	Mobility Matters Workshop	Yes	Yes	Allowed the TAG to continue to educate human service agencies, transportation providers, state and local government employees, and the business community about passenger transportation, mobility management, and sustainability
TAG	Volunteer services	No	No	Not implemented
TAG	Night service	Yes	Partially	Expanded hours of service, thus increasing job opportunities for transit riders
TAG	Bus training	Yes	Yes	Empowered potential transit riders to capably navigate the system
TAG	Recovery program for unemployed persons	No	No	Not implemented
TAG	Coordinated medical appointments	No	No	Not implemented
TAG	Des Moines-Iowa City medical transportation	Yes	Yes	Allowed residents to obtain critical medical services
TAG	Implementation of Mobility Management Action Plan	No	No	Not implemented

Table 5: Status of Previously Defined Needs

Other Recent Developments

In addition to the service changes listed in previous sections, DART has also:

- Added Wi-Fi service on all DART buses
- Launch of the MyDART app, allowing customers to pay their fares with their smartphones
- Installed nine mobility hubs where DART shelters and BCycle stations are co-located
- Added shelters throughout the community
- Creation of a Ten Toes Program that helps seniors and refugees learn to ride the bus and access many needed services throughout the community

Des Moines Area MPO & The Tomorrow Plan

Since The Tomorrow Plan's launch in 2013 regional planning efforts have focused more on sustainable development within Greater Des Moines. Accomplishments thus far include 9 communities adopting

complete streets policies, furthered support for the regional node and corridor network, and widened the incorporation of multimodal transportation in land use decisions throughout the region.

Additionally, the MPO now incorporates funding applications with transit options and accessibility taken into consideration on the scoring matrix. This emphasis has led to increased prominence of passenger transportation as a tenet of MPO decision making.

The MPO is currently undergoing their Long-Range Transportation Plan Update. This planning process will conclude in 2019, and the findings from this PTP effort and the public involvement in the LRTP process will undoubtedly influence efforts to increase mobility in the metro.

Mobility Management

In 2012, TAG, through DART, Polk County, and HIRTA, received funding to create two mobility manager positions in Central Iowa. The Mobility Coordinator - Travel Trainer hired by Polk County and works out of the DART office, while the Rural Central Iowa Mobility Coordinator works out of the HIRTA office. These positions are still funded and filled today.

Mobility Coordinator - DART/Polk County

The Mobility Coordinator - Travel Trainer is responsible for coordinating transportation resources and providing transit education to the residents of Polk County. The position also focuses on building awareness among local decision makers, service providers, and transit riders regarding the key issues that impact the effective coordination of transportation and human services within Polk County. Below are a number of activities carried out by the Mobility Coordinator.

How to Ride

The bus system is not always easy to understand. As such, DART and the Mobility Coordinator have launched a number of programs showing people how to ride DART. Each of these programs is a partnership with numerous stakeholder entities.

- Hiatt Middle School was identified as a low attendance school, and in an effort to increase attendance DART partnered with United Way and Hiatt to teach 575 students how to use the bus system. This program has been running since December 2016, and will end in May 2018.
- Iowa's population is aging, in order to ensure the elderly have better access to passenger transportation, DART partnered with Plymouth Senior Living Center and Corinthian Garden to retail, entertainment, and cultural destinations.
- Refugees are a growing population in Central Iowa, and DART has started the Refugee 10 Toes program to teach these metro newcomers how to use the bus system to gain access to places offering essential services.
- Additional, non-programmed how to ride trainings were provided to the following agencies:
 - Fresh Start Women's facility bi-monthly training
 - Bernie Lorenz halfway house monthly training
 - USCRI quarterly training
 - House of Mercy monthly training
 - Fort Des Moines weekly training
 - DART monthly How to Ride training
 - Veterans Administration quarterly training
 - Bridges of Iowa monthly training

Finally, the Mobility Coordinator has participated in a number of forums, committees, and workshops, including:

- Iowa Mobility Management Network
- Mobility Matters Conference
- Transportation Advisory Group
- Transit Riders Advisory Committee
- Des Moines Refugee Alliance Executive Steering Committee
- Stand Down for Veterans
- Homeless Connection
- Iowa DOT Annual Transportation Summit
- 501C Forum

Rural Central Iowa Mobility Coordinator - HIRTA

The Rural Central Iowa Mobility Coordinator works with local public transit, planning, and human service agencies to effectively coordinate and improve transit for the general public in the HIRTA service area. This position pays special attention to increasing the mobility of elderly, low-income persons, and/or persons with disabilities in the rural counties of Central Iowa. The following is their list of recent accomplishments.

- Working towards developing a regional system of communication for human services agencies, community stakeholders, and citizens to address transportation needs within each community/county and as a region
- Attending and assisting each county's TAG meetings
- Continuing community conversations to understand client needs at all levels
- Conducting community based research to prepare for coming changes, apply to planning, and better serve clients
- Employment Transportation Initiative (and expansion) aims to provide free rides to those newly employed. This effort seeks to expand throughout the region in coming years.
- Build on marketing and outreach efforts to engage more clientele and engage stakeholders
- Work with community providers to help increase access to needs
- Worked with veterans and medical providers to improve coordination and mobility

Bus Pass Programs

Bus pass programs continue to provide increased service to refugees, students, and Medicaid patients. DART's reduced fare programs for middle and high school students in Polk County applies to students at both public and private institutions. DART's reduced fare program for refugees allows them to purchase bus passes at a reduced fare, given they prove their refugee status with an I-90 form or green card.

Managed Care Organizations provide some Medicaid clients access to DART's fixed route service through monthly bus passes. This program takes advantage of the affordability of the fixed route systems, thus providing rides at a much cheaper rate than on-call service. It also increases the mobility of these clients since they can use their pass for other trips beyond medical trips.

Public Input

Mobility Matters Workshops

Mobility Matters is an annual conference dedicated to transportation in Iowa. The focus of the conference is to discuss what advancements have been made in transportation agencies and programs throughout the state. It is also a platform to discuss how transportation can be enhanced by working together to identify unmet needs, understand why those needs have not been met, and develop potential solutions to improve public transportation.

2013 Coordinated Passenger Transportation Study

The 2013 Coordinated Passenger Transportation Study included an in-depth analysis of the existing passenger transportation system as well as a plan for action. The study took an inventory of existing resources, identified opportunities for agency and resource coordination, conducted an analysis of existing barriers, and outlined recommendations for the coordination of transportation services. The study proposes the necessary steps for improving access to transportation for populations that include individuals with disabilities, seniors, low-income and homeless, refugees, youth in transition, and non-English speaking individuals. The Coordinated Passenger Transportation Study sought public input using a variety of methods, including focus groups, the TAG, user surveys, and provider surveys.

This document is still used as the primary direction-setting document for passenger transportation coordination work throughout the region. This update, as well as the MPO long-range transportation plan will continue to apply these findings after analysis of existing conditions and needed adjustments.

Transportation Advisory Group (TAG)

The Transportation Advisory Group (TAG) had a special work session to evaluate the progress of the former PTP needs. During this time they reaffirmed the priorities and recommended projects and discussed adjustments needed to further their progress.

Surveys

Two surveys also were disseminated as part of the project: The Transportation User Survey and the Transportation Provider Survey. The surveys were disseminated to an email list of agencies and organizations in the region. TAG members also distributed paper copies of the Transportation User Survey. The provider survey questioned the efficacy and priority of the previous plan, whereas, the user survey gauged user accessibility and system efficiency. Due to the survey response being underwhelming, the data is skewed towards groups that heavily promoted the survey at their meetings. Regardless, survey results can be found in the appendix.

Past and Present Barriers to Coordination

The list of public transportation coordination barriers presented in the FFY 2015-2019 PTP are still of concern today, and are again brought forth here in the list below to be considered. These were then incorporated when updating Section Four.

One agency coordination barriers:

- Cabs don't arrive on time
- Bus route maps confusing
- Taxis not handicapped accessible
- Paratransit must call too far in advance
- Family, friends cannot get gas money for trips
- Schedule information not at bus stops
- Bus stops not marked and sheltered

More difficult one-agency coordination barriers:

- Having to negotiate each trip
- Medical trips needed in a short time
- Paratransit eligibility not worth effort
- How can those with dementia phone
- Mid-day lack of buses stop my use
- Person answering phone determines whether I ride or not
- Drivers confuse me about the fares

Several agency coordination barriers:

- Trips between rural towns
- Getting help from door to curb
- Will-call trips don't work after medical appointments
- Long waits on reservation phone calls
- No phone reminders "5-minutes away" make pickups slower
- Winter eligibility different from summer
- What happens when "will-call" return trips forgotten

More difficult several-agency coordination barriers:

- Scheduling multiple stops of varied time
- No agency can handle several service payments for trips
- I can't get several kids to different schools
- Bad weather days stop information flow
- The privacy of my income shouldn't be revealed by my type of service
- Recruiting & training of volunteer drivers
- Senior centers don't know all options

Regional Central Iowa coordination barriers:

- Few options for those with disabilities
- What I've heard may not be the truth
- Few options outside Des Moines
- Senior options vary from county to county

- How get info when I'm not on Internet
- Social case workers not informed
- In the winter I need door-to-door help

Regional more-difficult Central Iowa coordination barriers:

- One place doesn't know all answers
- I can't figure out silos of services
- No transportation on weekends
- Service changes don't get to the riders
- Riders not informed of all options
- Volunteers not used as drivers, helpers
- No trips to the airport

SECTION FOUR: PRIORITIES & STRATEGIES

Goal

To provide equitable access to all Central Iowans who use passenger transportation.

Priorities

These priorities were identified in the previous PTP, but were reassessed through outreach to determine if ranking of priorities needed shifting. The following is the result of this analysis.

1. Trips to essential services, including trips to medical appointments in Des Moines and Iowa City, as well as access to food and groceries
2. Maintain and expand existing services
3. Get more low-income persons access to jobs at the hours they need them
4. More training on how to use the bus system
5. More hours of service on weekends and weeknights
6. Better services for multi-purpose trips
7. Make passenger transportation more affordable
8. Coordination of land use and transportation decisions in the planning and development process of local governments
9. Develop more volunteer transportation systems in Central Iowa
10. More marketing/education of transportation information and for making information easier to access
11. Continue to study rapid transit alternatives
12. Increase the availability of transit, i.e., ensuring sidewalks to bus stops are in good condition

Strategies

This update's main focus was developing an important piece of any planning process; action items. These items are reflective of input from 2013 and most recent outreach efforts, as well as, the Iowa DOT mobility management performance measures, and will assist in progressing priorities towards their end goal.

Additionally, each action is assigned a time frame. Short-term actions should be developed and implemented in within six months to one year. Medium-term designates a one to three year development window, and long-term actions are those that should be addressed before the next five-year update of this plan.

Strategy 1: Reinvigorate DMAMPO's TAG

TAG is a great resource for passenger transportation professionals and advocates communicating and networking about issues, challenges, and success in their work. This group represents people who rely upon passenger transportation for their main mode of transportation, not as a chosen alternative form of transportation, and is a vital outlet to gain input from integral stakeholders.

Action Item: The DMAMPO TAG meetings should regularly discuss transportation issues (including, but not limited to, the priorities listed above) affecting the member agencies to ensure that there is a constant dialogue happening in regards to bettering access and services. (Short-term)

Action Item: DMAMPO TAG should be the audience to presentations regarding land use, transportation, and other planning efforts and decisions in Central Iowa brought before other MPO committees and roundtables as they, too, have a unique perspective that should be considered in development decisions. The population represented by this committee would be better served if this group was able to vet projects, initiatives, plans, and etcetera. (Short-term)

Action Item: The effectiveness and relevancy of the Mobility Matters workshops should be evaluated to determine why it has dropped to lower on the priorities ranking in this update. Once completed this analysis should be collaboratively examined by DMAMPO, DART, DOT, and HIRTA staff to ensure future workshops are an efficient use of time and beneficial to the attendees, as well as, Central Iowans. (Short-term)

Action Item: Establish regional partnerships and coordination with other interagency committees dealing with passenger transportation, such as the United Way's OpportUNITY group. In opening dialogue and collaborating between these groups, Central Iowa will be better able to assess and address the needs of those relying upon passenger transportation. (Short-term)

Strategy 2: Expand outreach, education, and training

The surveys and small group discussions demonstrated a number of areas in which the public is lacking information on how to access and use the passenger transportation systems currently available in Central Iowa. Additionally, it has been pointed out that there is also education and training needed for transportation providers in order to serve the disadvantaged populations that rely upon their services.

Action Item: Find a home for *One Click, One Call* and implement it. Through discussion with current and collaborative TAG partners, *One Click, One Call* should have an owner and forward momentum. In establishing this outreach and information for the public regarding passenger transportation will become more accessible through a one-stop shop effort. Communicating this program to the public will become more cohesive and efficient. When acting on this, it should be noted that there are still citizens that do not have access to a smart phone or the Internet on a daily basis, and that their needs are different when it comes to accessing information. (Medium-term)

Action Item: Ensure all passenger transportation drivers are current on health and safety trainings. Furthermore, expanding these trainings beyond CPR and First Aid to encompass issues such as dealing with seizures. Through this staff is more able to deal with incidents and emergencies more appropriately. (Medium-term)

Action Item: Work with volunteer organizations to recruit and train volunteer drivers. While there are liabilities that cannot be overlooked when allowing volunteers to provide transportation, this is an

untapped resource that could potentially have large benefits to Central Iowans. These volunteers should be held to the same health and safety training standards as paid staff. (Long-term)

Strategy 3: Continue to consider safety, access, and equity of passenger's whole trip

As pointed out in the Area Profile section of this plan, there are many disadvantaged populations throughout Central Iowa. Each group will have different needs in terms of needs, access, and abilities. This could impact the ability to pay for transportation, access transportation information, work within passenger transportation operational hours, and etcetera. Historically the area has made strides to perfect and enhance services based on safety, access, and equity. This strategy aims to continue these efforts and broaden their effectiveness.

Action Item: Conduct an unmet needs assessment for each county in Central Iowa. Boone County will be the first within the planning area to do so starting in 2018, and with this effort other counties can follow suit to understand where gaps in services are in order to address them wholly. (Medium-term)

Action Item: Continue to provide and expand services throughout Central Iowa based on needs and growth of region. There are many good programs and services available to Central Iowans at present time. For progress to be made in increasing mobility, current programs should be vigilant to stay productive and expand when necessary and possible. (Short-term)

Action Item: Promote Complete Streets efforts to increase safety of those traveling to and from passenger transportation stops. One of the main issues that came out of small group discussions is fixed-route services are not always safe to get to or to wait at. The maintenance of sidewalks, addition of bus shelters, and the placement of stops in relationship to moving traffic, curbs, and storm drains should be considered anytime a stop is established or moved. (Short-term)

Action Item: In updating and expanding communication methods, we must remember that not all Central Iowan's speak English, own a smart phone, have access to the internet, and the more. While we move towards a more digital age, Central Iowa should be sure to not leave populations behind due to communication barriers. (Short-term)

Action Item: Create Mobility Management Access Plan. In the previous PTP there are specific calls to implement a Mobility Management Access Plan, but upon review of documents from a number of agencies, no such plan exists. To complement the PTP and to better inform the LRTP process, staff at the Iowa DOT, DART, HIRTA, and MPO/CIRTPA should create a Mobility Management Access Plan. (Long-term)

Strategy 4: Collaborate with private partners

As shown in the inventory, not all passenger transportation providers are governmental or non-profit. Cab services, Uber, and other private companies are also providing passenger transportation, and therefore, should be brought to the table to collaborate on issues affecting their passengers.

Action Item: Hold focus groups with private companies to address unmet needs in their services including but not limited to wheelchair access, timeliness of service, and payments. These are all barriers to equity in passenger transportation that could be resolved if discussed openly and honestly. (Short-term)

Recommended Projects

There is room for improvement in many areas. These strategies and action items provide a road map to address the issues facing passengers and agencies. Along with these, the following are recommended projects prioritized based on input for this update.

1. Coordinated medical appointments
2. Des Moines - Iowa City medical transportation
3. Night Service
4. Implementation of Mobility Management Access Plan
5. One Click, One Call service
6. Recovery program for unemployed persons
7. Bus training
8. Volunteer services
9. Mobility Matters Workshop

5310 Funded Projects

Federal Fiscal Year	Agency	Funding Amount	Description	Strategy Addressed
2019	DART	\$343,322	Contracted Demand Response Services	Strategy 3
2020	DART	\$25,199	Contracted Demand Response Services	Strategy 3
2020	DART	\$325,000	Two 27' MD Paratransit Buses - Replacements	Strategy 3
2021	DART	\$107,203	Contracted Demand Response Services	Strategy 3
2021	DART	\$250,000	One and half 31' MD Paratransit Buses - Replacements	Strategy 3
2022	DART	\$196,691	Contracted Demand Response Services	Strategy 3
2022	DART	\$167,656	One 31' MD Paratransit Bus - Replacement	Strategy 3
2023	DART	\$202,592	Contracted Demand Response Services	Strategy 3
2023	DART	\$169,042	One 27' MD Paratransit Bus - Replacement	Strategy 3
		Total: \$1,786,705		

Table 6: 5310 Funded Projects for FFY 2019-2023

SECTION FIVE: FUNDING

Public transportation providers such as DART and HIRTA receive funding from a variety of sources, including federal, state, and local governments; contracts with human service agencies and local companies; tax revenue; advertising revenue; and passenger fare revenue.

Federal and State Funding Sources

Federal and state funding account for the majority of all capital purchases and, as a result, is critical to success. General funding sources available to DART and HIRTA include:

Metropolitan Planning Program (Section 5303): FTA provides funding for this program to the state based on its urbanized area populations. The funds are dedicated to support transportation planning projects in urbanized areas with more than 50,000 residents.

Statewide and Nonmetropolitan Transportation Planning Program (Section 5304): These funds come to the state based on population and are used to support transportation planning projects in non-urbanized areas.

Urbanized Area Formula Grant Program (Section 5307): FTA provides transit operating, planning, and capital assistance funds directly to local recipients in urbanized areas with populations between 50,000 and 200,000, based on population and density figures, plus transit performance factors for larger areas. Local recipients, for whom projects are programmed by the Des Moines Area MPO, must apply directly to the FTA.

Enhanced Mobility of Seniors and Individuals with Disabilities Program (Section 5310): Funding is provided through this program to increase the mobility for the elderly and persons with disabilities. Part of the funding is administered along with the Non-Urbanized funding; another part is allocated among urbanized transit systems.

Formula Grants for Rural Areas Program (Section 5311): This program provides capital and operating assistance for rural and small urban transit systems. Fifteen percent of these funds are allocated to Intercity Bus projects. A portion of the funding also is allocated to support rural transit planning.

Rural Transit Assistance Program (RTAP) (Section 5311(b)(3)): This program is a source of funding used to assist in the design and implementation of training and technical assistance projects and other support services tailored to meet the needs of transit operators in non-urbanized areas.

Intercity Bus Assistance Program (Section 5311(f)): These funds support the infrastructure of the intercity bus network to connect non-urbanized areas and the larger regional or national system of intercity bus service to meet the intercity travel needs of residents in non-urbanized areas.

Buses and Bus Facilities Grants Program (Section 5339): This program funds States and designated recipients to replace, rehabilitate, and purchase buses and related equipment to construct bus-related facilities, including technological changes or innovations to modify low or no emission vehicles or facilities.

Iowa Clean Air Attainment Program (ICAAP): The ICAAP program funds projects that are intended to maximize emission reductions through traffic flow improvements, reduced vehicle miles of travel, and reduced single occupancy vehicle trips. Transit projects can be submitted for ICAAP funds, but these requests must be related to congestion reduction and air quality improvements.

Surface Transportation Block Grant (STBG): Surface Transportation Block Grant funds are allocated to cities and transit agencies through the MPO. These funds can be used for projects that are normally eligible for highway funding or transit funding. Traditionally, these funds have been used to support highway projects, but the Des Moines Area MPO annually allocates 5-15 percent of its total funds (estimated \$10-\$12 million) towards alternative transportation projects.

Congestion Mitigation and Air Quality (CMAQ) Program: This funding is provided to State and local governments for projects that reduce congestion and improve air quality for areas that do not meet the National Ambient Air Quality Standards.

Diesel Emission Reduction Act (DERA) Grant Program: This program provides support for projects that protect human health and improve air quality by reducing harmful emissions from diesel engines. It includes grants and rebates.

Community Development Block Grant (CDBG) Career Link Program – Employment

Transportation: Funds awarded through this program provide transportation for individuals to travel to job activities or job education opportunities. Funding is provided through local government to non-profit transportation service providers.

State Transit Assistance (STA) Programs: All public transit systems are eligible for funding. These funds can be used by the public transit system for operating, capital, or planning expenses related to the provision of open-to-the-public passenger transportation.

STA Formula Program: These funds can be used by the public transit system for operating, capital, or planning expenses related to the provision of open-to-the-public passenger transportation.

STA Fellowship Program: The STA fellowship program focuses on training costs for Iowa's large urban transit systems and metropolitan planning organizations that are not eligible for RTAP.

STA Special Projects: Funding for these projects can include grants to individual systems to support transit services which are developed in conjunction with human service agencies, or statewide projects to improve public transit through such means as technical training for transit system or planning agency personnel, statewide marketing campaigns, etc.

Public Transit Infrastructure Grants (PTIG): This program funds vertical infrastructure needs of transit systems. Projects can involve new construction, reconstruction, or remodeling but must include a vertical component to qualify.

Capital Match Loan Program (AMOCO Loans): This program intends to increase the inherent energy conservation benefits of public transit by expediting the implementation of transit capital projects. All public transit systems are eligible for loans under this program.

Non-DOT Funding Sources

Municipal Transit Levy: Iowa law authorizes municipalities to levy up to 95 cents per \$1,000 of assessed taxable property in order to support the cost of a public transit system. Most of Iowa's larger communities levy for support of their urban transit systems. A number of smaller communities use this authority to generate funding used to support services contracted from their designated regional transit system. Exhibit 5 shows which communities are currently using the levy authority and how much is being generated.

Regional Transit Levy: In 2005, the Iowa legislature authorized that counties with populations exceeding 175,000 are able to form regional transit districts for support of area-wide public transit services. A commission appointed from the governing bodies of participating counties and municipalities is responsible to manage and administer the regional transit district. Once formed, adjacent counties can become part of the district, and municipalities in nonparticipating adjacent counties can join. The district can levy up to the 95 cents per \$1,000 of the assessed value of all taxable property in a district. Unlike the provisions in the municipal levy, a regional transit district can set differing levy rates across their territory. While both Linn and Polk Counties have the population to form a regional transit district, as of March 2011 only Polk County has chosen to form a district, including several municipalities from adjacent nonparticipating counties. Exhibit 6 shows which communities are participating, their respective tax rates, and the total amount of funds generated.

General Fund Levy: The cost of supporting transit services is an eligible use of general fund revenues for all Iowa governments and is the primary source of funding to support transit for counties who don't have the option of a transit levy, as well as for cities which chose not to use the transit levy.

Trust and Agency Levy: The Trust and Agency Levy can be used by cities and counties to support employee benefit plans. As such, it can be used to help support the cost of a city operated transit system.

Other Local Funds: Transit agencies receive other funding, particularly local funding, in a variety of ways, including fare revenue from passengers, revenue through contracts with other agencies, and other sources (such as advertising, interest income, local taxes, sale of vehicles and equipment, etc.).

Passenger Revenues: Fees paid by the passengers is one of the most common sources of local support. This can include monies collected on-board the transit vehicle (usually called "farebox receipts"), as well as prepaid fares from sale of passes or tickets, or fares billed to the passenger after the fact. FTA requires that all passenger revenues be subtracted from the total cost of operating transit service to identify a net operating cost, before eligibility for federal financial support of operations can be calculated.

Contract Revenue: Human service agencies, local communities, as well as private businesses are often willing to pay a part or all of the cost for certain types of rides provided as part of the open to the public transit operation. Such subsidies are classified as contract revenues and can count toward the required local match on federal projects.

Advertising Revenues: Sale of on-board advertising or advertising space in brochures, etc. can provide some additional revenues to the transit program.

Student Fees: Mandatory student fees established by a college or university are similar to a tax levy in that all members of the particular community contribute.

Easter Seals Project ACTION: Easter Seals Project ACTION is a partnership between Easter Seals, Inc., and the Federal Transit Administration that provides technical assistance to help agencies improve their service for seniors and individuals with disabilities.

US Department of Transportation Federal Transit Administration: The US DOT provides a number of competitive grant opportunities, including TIGER grants, New Starts, and Small Starts. These programs have the potential to improve passenger transportation in central Iowa. However, these are competitive programs, and there is no guarantee of receiving these funds.

United Way: United Way advances the common good by creating opportunities for a better life for all. The organization focuses on education, income, and health, and works to help connect those in need to transportation resources in order to improve their lives.

Medicaid: Medicaid provides health coverage to Americans, including eligible low-income adults, children, pregnant women, elderly adults, and people with disabilities. Medicaid is administered through multiple brokers under Iowa's Medicaid Managed Care Organizations (MCOs).

Homeland Security: The Department of Homeland Security, through the Federal Emergency Management Agency, provides a number of grants related to transportation, including in the categories of preparedness to enhance the capacity of responders to prevent, respond to, and recover from incidents; pre-disaster mitigation; and, hazard mitigation.

Older Americans Act: In January 2003, the Administration on Aging (AoA) entered into a memorandum of understanding with the Federal Transit Administration. Consequently, AoA now is a key partner in promoting the coordination of transportation across programs and agencies. Older Americans Act grantees have the option to use Title III B funds to meet the match requirements for programs administered by the Federal Transit Administration. As a result, the Aging Network has additional opportunities to better meet local transportation needs and further the goals of United We Ride, including providing more rides for less, facilitating access to services, and improving customer satisfaction.

Head Start: The Head Start Act requires that each Head Start Agency provide transportation to assist families with children in the program. The Act provides funding for the program and requires agencies to "make reasonable attempts" to coordinate with other human service providers to improve transportation services for children.

Current TIP Transit Funding

The following tables outline the current TIP transit funding for both DART (FFY 2019-2021) & HIRTA (FFY 2018-2021). It should be noted that the current TIP (at the time of this drafting) only runs through 2021, therefore there will be additions in the coming years to HIRTA's figures, and DART's figures could change with time and TIP updates during this plan lifetime.

Federal-Aid Funding Sources	2019		2020		2021		2022		2023	
	Total Cost	Federal Aid	Total Cost	Federal Aid	Total Cost	Federal Aid	Total Cost	Federal Aid	Total Cost	Federal Aid
5307	\$ 8,974,974	\$ 6,676,753	\$ 8,368,126	\$ 6,815,282	\$ 8,707,286	\$ 7,071,818	\$ 9,057,393	\$ 7,332,159	\$ 8,765,263	\$ 7,106,339
5309	\$ -	\$ -	\$ -	\$ -	\$ 25,000,000	\$ 20,000,000	\$ -	\$ -	\$ -	\$ -
5310	\$ 429,153	\$ 343,322	\$ 413,852	\$ 350,199	\$ 428,122	\$ 357,203	\$ 443,106	\$ 364,347	\$ 452,113	\$ 371,634
5311	\$ 28,721	\$ 14,360	\$ 29,582	\$ 14,791	\$ 30,470	\$ 15,235	\$ 31,384	\$ 15,692	\$ 32,325	\$ 16,163
5339	\$ 2,480,815	\$ 2,108,693	\$ 3,870,253	\$ 3,289,715	\$ 3,978,126	\$ 3,381,407	\$ 852,584	\$ 724,696	\$ 865,372	\$ 735,566
STBG	\$ 1,625,000	\$ 1,300,000	\$ 1,687,500	\$ 1,350,000	\$ 1,750,000	\$ 1,400,000	\$ 1,800,000	\$ 1,440,000	\$ 1,836,000	\$ 1,468,800
ICAAP	\$ 381,250	\$ 305,000	\$ 392,688	\$ 314,150	\$ 404,469	\$ 323,575	\$ 400,000	\$ 320,000	\$ 375,000	\$ 300,000
DERA	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total Federal	\$ 13,919,912	\$ 10,748,128	\$ 14,762,001	\$ 12,134,137	\$ 40,298,472	\$ 32,549,238	\$ 12,584,467	\$ 10,196,894	\$ 12,326,073	\$ 9,998,502

Table 7: Transportation Improvement Program FFY 2019-2023 – DART Federal Funding Sources

State-Aid Funding Sources	2019		2020		2021		2022		2023	
	Total Cost	State Aid	Total Cost	State Aid	Total Cost	State Aid	Total Cost	State Aid	Total Cost	State Aid
STA	\$ 2,051,156	\$ 1,640,925	\$ 2,112,691	\$ 1,690,153	\$ 2,176,071	\$ 1,740,857	\$ 2,241,354	\$ 1,793,083	\$ 2,308,594	\$ 1,846,875
PTIG	\$ 375,000	\$ 300,000	\$ 250,000	\$ 200,000	\$ 250,000	\$ 200,000	\$ 250,000	\$ 200,000	\$ 250,000	\$ 200,000
Totals	\$ 2,426,156	\$ 1,940,925	\$ 2,362,691	\$ 1,890,153	\$ 2,426,071	\$ 1,940,857	\$ 2,491,354	\$ 1,993,083	\$ 2,558,594	\$ 2,046,875

Table 8: Transportation Improvement Program FFY 2019-2023 – DART State Funding Sources

Federal-Aid Funding Sources	2018		2019		2020		2021	
	Total Cost	Federal Aid	Total Cost	Federal Aid	Total Cost	Federal Aid	Total Cost	Federal Aid
5317	\$50,000	\$40,000	\$0	\$0	\$0	\$0	\$0	\$0
5339	\$747,600	\$635,460	\$868,780	\$738,463	\$1,316,460	\$1,118,991	\$821,800	\$694,865
5311	\$1,409,722	\$825,669	\$0	\$0	\$0	\$0	\$0	\$0
STBG	\$156,475	\$108,800	\$146,000	\$116,800	\$151,481	\$120,576	\$155,335	\$124,256
Totals	\$2,363,797	\$1,609,929	\$1,014,780	\$855,263	\$1,467,941	\$1,239,941	\$977,135	\$819,121

Table 9: Transportation Improvement Program FFY 2018-2021 – HIRTA Federal Funding Sources

State-Aid Funding Sources	2018		2019		2020		2021	
	Total Cost	State Aid	Total Cost	State Aid	Total Cost	State Aid	Total Cost	State Aid
STA	\$1,409,722	\$584,053	\$0	\$0	\$0	\$0	\$0	\$0
Totals	\$1,409,722	\$584,053	\$0	\$0	\$0	\$0	\$0	\$0

Table 10: Transportation Improvement Program FFY 2018-2021 – HIRTA State Funding Sources

APPENDIX A:
TAG MEETING MINUTES
&
MOBILITY MATTERS WORKSHOP AGENDAS

TRANSPORTATION ADVISORY GROUP
DES MOINES AREA MPO
420 WATSON POWELL JR. WAY, SUITE 200

MARCH 13TH, 2014

Tentative Agenda:

- **Group Introductions**
- **Approval of Minutes (February 13th, 2014)**
- **Des Moines Area MPO update**
- **Strategic Planning**
 - Mission
 - Vision
 - Action Plan
- **Mobility Matters**
- **Group Discussion/Next Steps**
- **Wrap up/Final Comments**

- **Next Meeting - April 10th, 2014**

TRANSPORTATION ADVISORY GROUP
DES MOINES AREA MPO
420 WATSON POWELL JR. WAY, SUITE 200

November 13th, 2014
1PM – 2PM

Tentative Agenda:

- 1) Group Introductions**
- 2) NLAPH Project**
 - a. Dallas County
- 3) IPHA Funding Opportunity**
 - a. Engaging Local and Regional Leaders in Advancing an Equity-Driven Federal Transportation Agenda
- 4) TAG Revision**
 - a. Rural TAG updates
 - b. Group goals
- 5) MPO Update**
- 6) Wrap up/Final Comments**
- 7) Next Meeting – December 11th, 2014**

Transportation Advisory
Group
Des Moines Area MPO
420 Watson Powell Jr.
Way, Suite 200

November 13th, 2014
1PM - 2PM

Minutes:

1. Introductions
 - Michele Meadors
 - Georgia Parkey
 - Shelley Horak
 - Jim Wilkie
 - Loren Bawn
 - Dylan Mullenix
 - Mike Armstrong
 - Sarah Constable
2. NLAPH Project
 - a. Dallas County - Shelley Horak describes the NLAPH Project working in Dallas County (The link between transportation and health care in rural Iowa). Group discusses how this could be relevant to the overall cause. Discuss how it could be recreated in other counties.
3. IPHA Funding Opportunity
 - a. Engaging Local and Regional Leaders in Advancing and Equity-Driven Federal Transportation Agenda
 - Dylan expresses interest in partnering from MPO. Group discusses benefits of funding throughout region.
4. TAG Revision
 - a. Rural TAG updates - Sarah describes plans to start TAG in each county within the region, eventually have one regional TAG with representatives.
 - b. Group goals - Michele proposes inviting local leaders (county supervisors, mayors, etc.) to TAG, and voices support for funding opportunity for exposure purposes.
5. MPO Update - Introduction of Mike; Dylan discusses "Mobilizing Tomorrow" plan.
6. Adjournment



Polk County TAG

February 12, 2015

420 Watson Powell Jr. Way

Des Moines, IA

Suite 200 (Mead Conference Room)

“To bring human service agencies and transportation providers together for the common objective of improving mobility options for individuals in need.”

Agenda:

- 1) Introductions
- 2) TAG Restructuring
 - a. Des Moines TAG frequency/involvement (Ellye Kovner)
 - i. Ellye described Polk County TAG being bimonthly, will create Outlook invite. Explained the regional TAG effort of having the rural TAG meetings coming to Polk County annually (June meeting, and MM7)
 - b. Regional TAG (Regional TAG)
 - i. Sarah described the rural counties TAGs.
- 3) Mobility Managers Updates
 - a. Ellye Kovner
 - i. Service changes
 - ii. IVR (integrated voice response)
 - iii. Next DART (text updates)
 1. Ellye described the new texting program with DART. Text updates allow the rider to receive real time schedule information.
 - b. Sarah Constable
 - i. Warren County
 1. Employment/education needs. Community members would like to come to Des Moines. Looking into community needs survey and evaluating key stakeholders to create a sustainable system.
 - ii. Dallas County
 1. NLAPH program has finished. Looking to continue the project, need funding, as well as community awareness.
 - iii. DMACC project
 1. Would like to contact central DMACC campus to do an ongoing study to evaluate transportation needs of students, look into effort to get people in rural counties to the satellite campuses.

4) MPO updates

- a. Complete Streets Policy
 - i. Small grant program (\$75,000 from Wellmark to be given out in increments) will be given to communities with needs for improvement. Example: Des Moines inner east side project, connecting the senior center with the pharmacy across the street, i.e. completing the crosswalk to create a safer environment.
- b. Capital Core
 - i. Mike described the project and the TAG's role in this opportunity for community development/improvement.
- c. Funding Allocation
 - i. Federal funding: eligible projects can be viewed at DMAMPO.org. Public comment can be made online, a meeting will be held at DSMMPO Wednesday, February 18, 4-6 pm.
 - ii. Michele described iowahousing.org and suggests that the website show bus stops in correlation to the housing, which bus would be used, times, etc. Group decides that this can be a current project. Mike agrees to look into the options.
- d. NCMM
 - i. Mike brought up the grant opportunity, suggested implementation in Dallas County to continue NLAPH project. Sarah described meeting with Shelley Horak about who the key members should be. Sarah will sit in the webinar 2/13 and meet with persons interested next week to start the process of application.

5) Mobility Matters Conference

- i. Ellye described the MM6 conference and the planning timeline for MM7.
- b. Location
 - i. Ellye described the location of MM6 (Mercy Medical Center). Michele suggested that Mercy was a good location. Ellye proposed tentatively hosting at Mercy Medical center again. Group agreed.
- c. Date
 - i. Group agreed that September/October is a good time. Ellye and Sarah will decide and send out a "Save the Date". Michele has ideas about invitation options. Group agreed to "Save the Date" cards sent out in the spring and official invites sent out in mid-summer.
- d. Theme/Topics
 - i. Affordable housing, complete streets, Easter Seals, Jeremy, Michele (or Phil), group agrees to continue discussion about topics at the next meeting.

6) Wrap Up/Final Discussion

- i. Michele informed us that she has a new job at the YMCA (YAY!) and suggests that travel training be done at the wellness center, Ellye agreed that this is a good idea, will be in contact for new program.
- ii. Michele describes issues of DART's new Paratransit buses, the rattling of the buses provide complications (higher buses = more steps, steps are too thin) the lift is having to be used for people who would otherwise not need the lift. Communication devices are blocking the driver from getting to the back of the bus if necessary. The bus is very shaky, constant movement causes issues for persons with nervous system issues, especially epilepsy. Would like for the group to look into who is in charge of ordering buses, and how to advocate for other buses. Ellye will act as liaison and suggested that we discuss these issues with DART's Paratransit Department.

Next Meeting: APRIL 9TH, 2015



Central Iowa Regional TAG

(Transportation Advisory Group)

June 11, 2015 1:00 pm
Des Moines Area MPO
420 Watson Powell Jr., Way
Des Moines, Iowa 50309

Tentative Agenda:

- I) Introductions
- II) What is a TAG?: Sarah Constable
 - a. DOT and PTP
 - b. Who/what will it affect?
- III) Boone County Schools: Jeff Kehoe
- IV) Dallas County Public Health: Shelley Horak
- V) Story County Transportation Collaboration: Shannon Bardole
- VI) Mobility Managers Updates
 - a. Sarah Constable
 - b. Ellye Kovner: RideShare in our Region
- VII) Mobility Matters Conference
- VIII) Wrap Up/Final Discussion
- IX) Adjournment



Polk County TAG

September 10, 2015

420 Watson Powell Jr. Way

Des Moines, IA

Suite 200 (Mead Conference Room)

“To bring human service agencies and transportation providers together for the common objective of improving mobility options for individuals in need.”

Agenda:

- 1) Introductions
- 2) Mobility Coordinators Updates
 - a. Ellye Kovner
 - i. DART schedule change- new route 5, detours, platform changes
 - ii. Ten Toe Express- program to teach seniors how to ride DART while promoting physical and social interaction
 - iii. Refugee Travel Training Program- established refugees training new arrivals
 - b. Sarah Constable
 - i. Mondays- informational community events, marketing HIRTA
 1. Starting in Knoxville- library
 - ii. NCMM Grant update- creating a resource sheet for each county and creating appointment cards
 - iii. Story County- tablets in buses, “go green” effort
 - iv. Madison County- tracking after hours discharges for needs assessment
 - v. Jasper County- employment initiative with Goodwill
- 3) MPO Update
 - a. Mike Armstrong
 - i. Complete Streets
 1. Tactical start program, funding grants through Wellmark
 2. Looking for demonstration projects- accepting applications through October 15
 - ii. Surgeon General’s new initiative- Step It Up
 1. Grant programs that encourage more physical activity, accepting application through October 15 (Americawalks.org)
- 4) Mobility Matters 7
 - a. Two themes: Healthcare transportation and community development
 - b. November 3, 2015 at Mercy Medical Center
- 5) Agency Updates/ Wrap Up/Final Discussion
 - a. MCOs and 4 brokerages
 - i. TMS changing name to Access to Care

Next Meeting: NOVEMBER 5, 2015 at 1:00p

2016 Central Iowa Regional TAG Meeting

Thursday, June 30th, 2016

1:00 pm

Des Moines Area MPO

420 Watson Powell Jr. Way Suite 200

Des Moines, IA 50309

Agenda:

- 1) Introductions
 - 2) Mobility Coordinator Updates
 - a. Regional Updates – Sarah Constable
 - b. Polk County Updates – Alison Walding
 - c. TAG involvement
 - i. Structure and Requirements – Sarah Constable
 1. Regional TAG with individual meetings for each county
 - a. Allows agencies to focus on local issues
 - b. Brings us together as a region to share issues
 - c. DOT requires that regions with mobility coordinators hold at least 2 TAGs annually
- 3) Community Involvement
 - a. Hunger Free Collaboration Partnership – Alli Zuel
 - i. Americoprs Vista with Outreach
 - ii. Overlap of needs/issues between groups
 - iii. Combined survey of needs
 - b. Utilizing Public Transit in Polk County – Lona Hansen
 - i. Public transit as a social service component
 - ii. Transit service is complimentary to private autos, not better or worse, but different, with tradeoffs

- iii. Important to look at transit as a whole, not as separate entities (private vs public)
- iv. History of Iowa transit
- v. Benefits of public transit use: monetary, allowing to make choices
- vi. Cons of public transit use: restrictions of hours, destinations, having to plan more for different components of life
- vii. “transit is empowering and needs to be seen that way”
 - 1. For work, reliable, efficient for resources and land use

4) MCO/Broker Info – Brooke Ramsey

- a. PowerPoint available

5) DART Forward – John Clark

- a. 2035 update – 20 year plan
 - i. Updated every 5 years from public input
- b. 3 components to DART: fixed route, ride share, and paratransit
- c. Updates: Bike racks, extended hours, real-time tools (real time finder, map, email alerts, ride time, google and bing maps)
- d. 2035 advisory committee: public meetings, stakeholder presentations, city councils – feedback is currently being processed
- e. Region is growing faster than expected
- f. Change in demographics – millennials growing, as well as baby boomers and low income
- g. Mobility Management: partnership with Polk County Health – help training how to ride, and guiding persons through shifts from paratransit to fixed route

6) Discussion

- a. Employment
 - i. Roxanne Cogile: Epilepsy patients are unable to obtain a driver’s license after seizures, and are unable to access transit for employment.

- ii. Limited access to transportation in outskirts of Polk County
- iii. Hours are difficult to work around
- iv. Reasonable distance from stop to destination? – one mile is agreed for ambulatory patients, some patients need door to door
- v. Trouble affording paratransit services
- vi. Length of a trip is often an issue (ride time is too high to and from certain areas)
- vii. “more systemic than transportation”

7) Health/Other

a. Others:

- i. Limited routes
- ii. Cost
- iii. Solutions for food pantries (closer stops, vanpool, etc.)
- iv. Long distance trips – specifically Iowa City
- v. More interval time stops for Polk County Jail
- vi. Need trips to DMV for licenses/IDs

8) Mobility Matters 8

- a. September 20th
- b. Polk County River Place

9) Wrap-up

10) Adjournment





Polk County TAG

August 24, 2016

420 Watson Powell Jr. Way

Des Moines, IA

Suite 200 (Mead Conference Room)

“To bring human service agencies and transportation providers together for the common objective of improving mobility options for individuals in need.”

Agenda and Minutes (Meeting begins 1:03 PM):

1) Introductions

2) Mobility Managers Updates

Alison Walding - Transportation Resource Guide – Alison is working on a transportation resource guide that will be given to all human service agencies to use as a resource. Feedback on the information that will be in the guide was given by the TAG.

Sarah Constable - HIRTA/DART project – Alison and Sarah will be working together to provide training to people in HIRTA counties that want to learn to ride DART. Sarah reported that HIRTA is sponsoring a Strides for Rides 5k run October 22 at 9:00am to raise money for transportation for shelter services in Central Iowa. Please see the attached flyer for registration details.

3) MPO updates

Mike Armstrong – The MPO completed year 1 of the Complete Streets initiative, resulting in 6 new complete streets policies adopted in the region bringing the total to 9. Several communities are currently working on new policies or updating older policies. The MPO has focused on training, best practices, and policy development throughout year 1. Year 2 will focus on implementation actions and training including a menu of presentations available for planning and zoning commissions, city councils, and other interested organizations. The MPO noted there is a new Downtown Navigational working group meeting that is focusing on connectivity issues such as sidewalk closures due to construction. More info will be provided in the future.

4) United Way Opportunity update

Helene Grossman – Helene reported on the Central Iowa Opportunity Community Plan. Over the past year community members have come together to develop and refine the plan to take action against poverty in Central Iowa.

The plan's goal is to have a realistic game plan of actions, big and small, that can bring financial stability and prosperity to the 1/3 of central Iowans who live in or near poverty. Here is the link to the plan and the commitment form:

<http://www.unitedwaydm.org/opportunity>

Helene reported on a *Refugee Summit* that will be happening on October 7 & 8 at Plymouth Congregational Church. October 7 is for employers, educators, non-profit staff, service providers, local and state government officials and community members. October 8 is for refugees and refugee community organizations. Please see the attached flyer for details.

5) Goodwill update

Justin Bogers – The 501(c) Forum is in place to unite people for progress on the east and south side of Des Moines. The Forum brings together non-profits and organizations working closely with non-profits to share wins, struggles, and ideas for improvement, to better our organizations and our ability to support our community. If you are interested in joining the Forum, please reach out to Justin directly.

Des Moines Career Connection Center move – November 1st to 5921 SE14th St., Suite 2300, Des Moines, Iowa 50315.

Community Engagement Summit – Uniting for progress in east and south Des Moines, September 21 from 7:30am-Noon, Euclid Room next to East Euclid HyVee. All are welcome. Register here:

<http://www.dsmeastsouthchamber.org/events/details/community-engagement-summit-09-21-2016-2980>.

Changes to routes for trips to HQ for programming will be difficult to make, but the communication is ongoing.

6) Mobility Matters Conference update

- a. The Mobility Matter 8 conference will be September 29, 2016 at Goodwill of Central Iowa. Please see the attached flyer for details.

7) Wrap Up/Final Discussion

- a. The Urbandale food pantry is not on a bus line and that is making it difficult for their clients.
- b. Mainstream Living would like to see the bus route come by 333 SW9th again.
- c. There is a great need in DSM for handicapped accessible cabs and Uber. It would be helpful to have a representative of these agencies at our next TAG meeting. Uber nationally is working on handicap accessibility.
- d. MCO transportation is a problem in rural counties. The lack of payment has created problems for small agencies. Julia Castillo is a board member on the Iowa Public Transit Association and the association met with MCO brokers and

MCO's at their annual conference. Julia welcomes comments to take back to the MCO's and brokers when another meeting is held. Her email is jcastillo@ridehirta.com. Julia will also work to see if she can get the MCO's and brokers to speak at the Mobility Matters 8 conference.

- e. The Salvation Army can provide DART tokens or passes for people to get to medical appointments, for people looking for work or the newly employed. Please call Jenny Kerger, Director of Family Services at 515-282-3599 with questions.
- f. American Cancer Society in DSM has the most robust volunteer driver program!
- g. The Epilepsy Foundation is offering free seizure recognition and first aid training. Please contact Roxanne Cogil at 515-238-7660 for questions.

Meeting adjourned, 2:30 PM.

Next Meeting: October 26, 2016 1-2:30pm at the Des Moines Area MPO



Minutes:

DART Update - Alison Walding

Proposed Route 91 and 5 Changes: DART and the city of Johnston often hear from residents who want and need more transportation options. One way DART is looking at expanding service in Johnston is to run DART Local Route 5 further north on Merle Hay Road to NW 70th Street to serve Johnston City Hall, the Johnston Public Library and several new housing options along this corridor. This would provide all-day service to Johnston along the Merle Hay Corridor, but in order to make this happen, DART would combine Express Route 91 with Local Route 5. DART is collecting input from riders and community members in Johnston who would be impacted by this change.

Extended D Line Hours: DART and the Downtown Farmers' Market reached a funding partnership to expand D-Line service beginning at 7 a.m., starting on Saturday, May 6, 2017, through the Farmers' Market season.

Route 6 Changes: Route 6 will travel down SW 2nd/SW 3rd to Martin Luther King Jr. Pkwy instead of on SW 7th. This will allow DART to serve both Principal Park and new housing that has been built near the stadium.

Pass Update: The new software went live on March 19, 2017. The changeover was successful. The next two months will be the time for refinement. Key areas of focus are On Time Performance and Dwell Time/Load time.

Seatbelt Policy Update – The new policy was implemented on May 1, 2017 for Paratransit riders. The policy states that everyone must utilize the seat belts on the bus. Currently training all operators, supervisors and managers to use and assist clients with the safety belts. Signs are located in all of the buses and letters were sent out to riders.

Ride Share Update: Currently there are over 100 vans and 70 of the vans are active. Currently looking at different ways to continue to promote Ride Share; ideas include social media, newsletter to employers along with a bi-annual visit, Chamber of Commerce meetings and face to face meetings with larger companies.

Summer Service Events:

- DART Facebook
- Art Festival
- Rider Survey
- Farmers' Market
- May Bike Month
- Yankee Doodles Pops
- 80/35 Concert
- State Fair

HIRTA Update - Sarah Constable

Feasibility study showed that there was a need to implement a fixed route in Newton. HIRTA is now in Newton. Clients can call and request same day service one way for \$5 within Newton. Marion County has also seen some changes in service. Hours in Knoxville will be 6-5 after July. The city of Indianola received funding for employment opportunities in Des Moines. The funding was for HIRTA to increase service from Indianola to Des Moines. Beginning in August travel training will be conducted from Indianola to DSM on the first Tuesday of every month. HIRTA will bring participants to Southridge mall and then DART will provide travel training on DART to teach people how to get around Des Moines.

Mobility Matters Conference will be held on October 12 from 11-3, in Des Moines.

HIRTA will provide a state fair shuttle for each direct service county on August 17 from 8:30-2:30 for \$10/trip.

MPO Update - Mike Armstrong

Every 5 years the MPO needs to update the passenger transportation plan. Mike is asking for specific TAG members input on the plan at the September 27, 2017 TAG meeting. MPO is looking for what are the unmet needs, priorities and strategies to accomplish. In the Passenger Transportation Plan 2018 any project within the plan can potentially be funded under the plan. So it is important to get input at the September TAG meeting. If you don't know about it you won't plan for it! The City of DSM is finalizing the Connect Downtown plan. This will include a transportation plan for MLK to the East Village and University to the river. There will also be meetings throughout the summer on the Citywide Transportation Master Plan. Please visit <https://www.movedsm.org/> to complete surveys.

DOT Update - Jeremy Johnson-Miller

The Annual Transit Summit was held in May and had 120 people in attendance. Technology in Transit was featured on the agenda and featured some really interesting speakers. The IPTA Rodeo was held after the IPTA conference. 25 drivers from across the state drove an obstacle course. Top finishers qualified for the national rodeo. CyRide won both the large and small divisions. DOT is continuing to work on getting all bus routes in Iowa into Google Transit which is a part of Google maps. There are areas across the state that are not in Google Transit. Jeremy is working on a project to improve the process for getting a driver's license. Looking at options for people who are losing their license. A task force has been formed to improve the process. Motto is smarter, simpler, customer driven.

Boone Transition - Sarah Constable

The HIRTA Board recently decided not to extend the contract for service in Boone County. As of July 1, HIRTA will transition to direct service to Boone County. The fare structure may change somewhat. A customer service form was sent out to see how to improve services.

There will not be a meeting on July 26. The next TAG meeting will be on September 27 from 1-2:30.

***** POST – MEETING/ PTP SUBMISSION NOTE: The meeting on September 27th was cancelled due to staff illness. November 28th, 2017 was the next TAG meeting date.**

Des Moines Area Metropolitan Planning Organization (MPO)
Transportation Advisory Group

1:00 p.m., Wednesday, November 29, 2017
Des Moines Area MPO Burnham Conference Room
MEETING MINUTES

"To bring human service agencies and transportation providers together for the common objective of improving mobility options for individuals in need."

1. **Introductions** – Allison Riley has been appointed as the MPO staff leading TAG and furthering mobility work at MPO.
2. **REPORT: Mobility Managers Updates**
 - Alison Walding (DART) – Walding spoke about DART receiving funding for four (4) electric bus purchases; the roll out of the new My DART app and their continued efforts to improve the trip planner; by the end of 2017 all DART buses will have wi-fi; a number of route updates are rolling out in the coming months, including a service extension to Johnston (Monday-Friday); month to month passes are available electronically, and will not run from the 1st to 31st of each month, but instead be 31 day passes that can run from any date in between. She also noted that paper monthly passes have not made this update yet and are still valid during the month they are issued for.
 - Sarah Constable (HIRTA) – Constable reported out that HIRTA is working on a handful of feasibility studies and are collaborating on a needs assessment; some Marion County operational times have been modified and are being evaluated for efficiency and effectiveness.
3. **REPORT: Iowa DOT Overview**
 - Jeremy Johnson-Miller - Absent – no presentation.
4. **DISCUSSION:**
 - Passenger Transportation Plan Update Work Session

One hour was dedicated to working through the update of the FFY 2019-2023 Passenger Transportation Plan. The work included discussing progress made since the last plan drafting, determining priorities and strategies to increase momentum, and general discussion on barriers to mobility.

5. **Wrap Up/Other Non-Action Items of Interest to the Group**
6. **Next Meeting Date**
 - February 28, 2018 – 1:30pm – Des Moines Area MPO
7. **Adjournment**

Attendees Present:

Allison Riley, *DMAMPO*
Sarah Constable, *HIRTA*
Alison Walding, *DART*
Catlin Curry, *Candeo*

Carolyn Thostenson, *Easter Seals*
Betty Devine, *Polk County*
Jodie Sevier, *Mercy Clinics*
Jamie Snodgrass, *Mercy Clinics*

Margaret DeSio, *Aging Resources*
Melissa McCoy, *United Way 2-1-1*
Roxanne Cogil, *Epilepsy Foundation*
Laura Gibson, *CICIL*



420 Watson Powell Jr. Parkway, Suite 200
Des Moines, Iowa 50309
Phone: 515.334.0075
Email: info@dmampo.org
www.dmampo.org

Polk County Transportation Advisory Group

February 28, 2018

"To bring human service agencies and transportation providers together for the common objective of improving mobility options for individuals in need."

AGENDA:

1) INTRODUCTIONS

Present: Catlin Curry – DART

Megan Harrison – Easter Seals

Jeremy Johnson-Miller – Iowa DOT

Stephanie Riva – City of Norwalk (DMAMPO Executive Committee)

Sarah Constable-Runkel – HIRTA

Melissa McCoy – United Way 211

Kelly Angell – American Cancer Society

Teree Caldwell- Johnson – Oakridge/Des Moines Schools (DMAMPO LRTP Committee)

Seth Johnson – United Way OpportUNITY

Allison Riley - DMAMPO

2) PRESENTATION: Connect Downtown – City of Des Moines Transportation Staff

3) REPORT: Mobility Managers Update – Alison Walding (DART) & Sarah Constable (HIRTA)

DART --- New MC with DART – Catlin Currie – DART and DMARC have partnered for mobile food pantry – First & Third Thursday of each month from 4-6pm at DART Central Station – DART is looking for comments and input on route changes on new routes – MH Mall to Euclid

Also looking to make changes to routes 1 & 10

HIRTA--- in 2016 the employment initiative started in Newton and they are looking to expand that to other counties.

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Grimes • Johnston • Mitchellville • Norwalk • Pleasant Hill • Polk City • Polk County
Urbandale • Warren County • Waukee • West Des Moines • Windsor Heights

Mobility Matters is now Beyond the Bus – partnered with Epilepsy Foundation – Roxanne will be the keynote talking about how invisible illnesses affect transportation access april 25—
Newton Speedway

4) REPORT: DOT Overview – Jeremy Johnson-Miller (IADOT)

DOT is attempting to improve the licensing process --- making sure there is one location about how to get a license and how to access the DL stations --- looking to partner within 511 to include transit routes to then link the increased information --- example – if a person has epilepsy what are the hoops/paperwork/etc that they need to bring with them to the DL station to get a license – also includes the newly released prisoner populations and helping to increase their ability to gain a driver’s license. Jeremy’s office just received a grant for research – where are the policies in other state agencies to get more people on the bus – increasing accessibility and affordability. Increasing the prevalence of the conversation in other agencies.

Promotion of Iowa RideShare site ☺ in Clowa DART ride share is the prominent program --

5) PRESENTATION & DISCUSSION: Passenger Transportation Plan Draft Review – Allison Riley (MPO) – Allison Riley presented the FFY 2019-2023 Passenger Transportation Plan to the group for comment, review, and discussion.

6) WRAP UP/FINAL DISCUSSION

Next Meeting: To Be Determined



420 Watson Powell Jr. Parkway, Suite 200
Des Moines, Iowa 50309
Phone: 515.334.0075
Email: info@dmampo.org
www.dmampo.org

Polk County Transportation Advisory Group
May 23, 2018 – 1:30pm
Des Moines Area MPO – Burnham Conference Room

“To bring human service agencies and transportation providers together for the common objective of improving mobility options for individuals in need.”

AGENDA:

1) INTRODUCTIONS

Catlin Curry – DART
Alison Walding – DART
Dwight Deason – John Stoddard
Dave Stone – United Way
Roxanne Cogil – Epilepsy Foundation
Edgar Ortiz – Iowa Workforce Development
Jodie Sevier – Mercy Clinics
Kathy Roat – Goodwill of Central Iowa
Ana Coppola – Polk County Health Department
Andrea Woodard – Greater Des Moines Partnership
Allison Riley – DMAMPO
Tori Halloran - DMAMPO

~~2) DISCUSSION: 5310 Funding and Eligibility – Deb Meyer (DART) POSTPONED~~

3) REPORT AND DISCUSSION: Merging and integrating TAG and OpportUNITY’s Transportation Work Group – Allison Riley (MPO) & Dave Stone (OpportUNITY)

- **34/100 of central Iowans are living in poverty**
- **Look to public policy issues we can work towards together --- future meeting topic**

4) REPORT: Mobility Managers Update – Catlin Curry (DART) & Sarah Constable (HIRTA)

a. **DART –**

- i. Deer Ridge Shuttle, providing 2 day a week shuttle service from secluded apartment complex to the Windsor Heights Walmart. Riders have the ability

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to catch the #3, and access additional services and routes. Ridership has been low, so looking for ways to increase awareness and increase ridership. Operates on Tuesdays and Thursdays, pick up at Deer Ridge at 8:30 am and 11:30 am, pick up at Wal-Mart at 11 am and 3:30 pm

- ii. Greater Des Moines Leadership Institute – Community Leadership Project
- iii. This group partnered with USCRI and DART to pilot a program to make public transportation more welcoming to new lowans. Part of the project will include visual pocket guides translated into 8 different languages that will be used in training. Also there will be visual route signs added to Route #3 stops that have a “you are here icons” and icons for education, medical, grocery and social services. This pilot will start in June/July.
- iv. August Service Changes –
- v. DART is getting new fare boxes on all its buses in August. With the implementation of the new fare boxes, DART will be able to start offering day passes for sale on the bus and at Dart Central Station for individuals riding multiple times a day or needing to ride multiple buses. With the request of these passes, DART has decided to discontinue transfers at that time. We will continue to sell tokens to human service agencies in bulk as we have before, and will be offering preloaded smart cards with a day pass loaded on them available in bulk to human service agencies as well. There will not be any changes to weekly or daily pass options. Any questions – please email me to discuss at ccurry@ridedart.com
- vi. Local Route changes. A number of our route times are changing to accommodate Des Moines Public School bell time changes, and we’ve found some efficiencies in our routes. A number of our route times will move away from peak/non peak time schedules and just run consistent times throughout the day to provide a more consistent time to our riders. Most of them will run more frequently and start even earlier in the day. More details to come. #10 route changing to service Iowa Lutheran Hospital
- vii. Crosstown Route. Route #50 will be starting in August, and will be Des Moines first Crosstown bus route. It will operate from Merle Hay Mall on Douglas/Euclid and connect to E. 42nd. A number of other routes will connect with this crosstown route, eliminating the need for going to Dart Central Station to transfer.

HIRTA – New app and ticketing is rolling out soon.

5) REPORT: Beyond the Bus Symposium – Allison Riley (MPO)

6) WRAP UP/FINAL DISCUSSION

Next Meeting: September 19th, 2018 – 1:30pm

MOBILITY MATTERS 7

November 3, 2015
Mercy Medical Center East
Tower Auditorium
1111 E. 6th Ave. Des
Moines, IA 50314

The Road to Successful Partnerships

Agenda

1. (8:00—8:30) Welcome
 - Sign In
 - Name Tags
 - Breakfast
2. (8:30—8:45) Introduction to Mobility Matters 7
3. (8:45—10:30) Health Care Transportation
 - Cindy Voss: After Hours Transportation in Spencer (8:45-9:30)
 - BREAK
 - Michele Meadors: Mercy NCMM grant; cross-sector education (9:45—10:30)
4. (10:30—11:45) State Transit Systems Updates
 - LUNCH(11:45—12:30)
5. (12:30—2:15) Community Partnerships
 - Shannon Bardole: United Way of Story County; taking the community further (12:30—1:15)
 - BREAK
 - Eric Burmeister: Cross-sector collaboration; how it's done, and what it does (1:30—2:15)
6. (2:15—3:00) Breakout Sessions
7. (3:00—3:30) Wrap-up

MOBILITY

MATTERS

8

Meeting Agenda

- | | |
|---------------|----------------------------------|
| 10:00 - 10:30 | Registration |
| 10:30 - 10:40 | Welcome |
| 10:40 - 11:30 | Transit System Updates |
| 11:30 - 11:40 | Break |
| 11:40 - 12:00 | Mobility Coordinator Updates |
| 12:00 - 12:30 | Transportation in Your Community |
| 12:30 - 1:30 | Lunch/Community Conversations |
| 1:30 - 2:30 | MCO/Broker Panel Discussion |
| 2:30 - 2:45 | What Have We Learned |
| 2:45 - 3:00 | Wrap-Up/Networking |

Mobility Matters 8
September 29, 2016
Goodwill Industries of Central Iowa
5355 NW 86th Street, Johnston, Iowa 50131



HIRTA



APPENDIX B:
PASSENGER TRANSPORTATION USER SURVEY RESULTS

Central Iowa Passenger Transportation User Survey

#1

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, November 30, 2017 10:02:35 AM
Last Modified: Thursday, November 30, 2017 10:07:39 AM
Time Spent: 00:05:03
IP Address: 65.120.162.34

Page 1

Q1 What is your zip code? Respondent skipped this question

Q2 Age 30-39

Q3 Annual Income Level \$55,000 – 64,999

Q4 Do you classify as any of the following? (Check all that apply.) English as a second language ,
 Refugee

Q5 How easy is transportation for you? (1 being very easy, 5 being difficult)

☆ 5

Q6 What is your main source of transportation? Own and operate a vehicle

Q7 What cities do you travel to/from using passenger transportation?

West Des Moines, IA; Clive, IA; Windsor Heights, IA; Perry, IA; Carroll, IA; Iowa City, IA; Ames, IA; Chicago, IL

Q8 How often do you use passenger transportation? Never

Q9 How far is your average trip? 11-15 miles

Q10 Do you pay for your transportation? No

Q11 Do you receive financial assistance for transportation? No

Central Iowa Passenger Transportation User Survey

- Q12** How did you hear about your transportation source?
(Check all that apply.)
- Word of mouth
 - Pamphlet or brochure,
 - Website,
 - Human service agency referral
 - Social Media
- Q13** What is your average wait for transportation? **5-10 minutes**
- Q14** What problems do you have with transportation?
(Check all that apply.) **None**
- Q15** Which destinations do these problems affect?
(Check all that apply.) **None**
- Q16** At what time do you have these problems? (Check all that apply.) Respondent skipped this question
- Q17** How do you schedule your use of passenger transportation? Respondent skipped this question
- Q18** Do you have an accessible and safe route to your transportation pickup? Respondent skipped this question
- Q19** Do you have a safe place to wait for your transportation? Respondent skipped this question
- Q20** What changes would most improve transportation services? Respondent skipped this question
- Q21** What would make you more likely to use passenger transportation? Respondent skipped this question
- Q22** Are there any major concerns or problems you would like to bring to our attention? Respondent skipped this question

#2

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, November 30, 2017 10:41:35 AM
Last Modified: Thursday, November 30, 2017 10:46:08 AM
Time Spent: 00:04:33
IP Address: 104.201.67.106

Page 1

Q1 What is your zip code? Respondent skipped this question

Q2 Age 30-39

Q3 Annual Income Level \$45,000 – 54,999

Q4 Do you classify as any of the following? (Check all that apply.) Respondent skipped this question

Q5 How easy is transportation for you? (1 being very easy, 5 being difficult)

☆ 4

Q6 What is your main source of transportation? Own and operate a vehicle

Q7 What cities do you travel to/from using passenger transportation?

Only within Des Moines

Q8 How often do you use passenger transportation? Once every 3 months

Q9 How far is your average trip? 6-10 miles

Q10 Do you pay for your transportation? Yes

Q11 Do you receive financial assistance for transportation? No

Central Iowa Passenger Transportation User Survey

- Q12** How did you hear about your transportation source?
(Check all that apply.) **Word of mouth**
- Q13** What is your average wait for transportation? **5-10 minutes**
- Q14** What problems do you have with transportation?
(Check all that apply.) **Bus/transportation service not available when I need , it**
Bus/transportation service not available where I need , it
Services too infrequent,
Can't visit multiple places in one trip
- Q15** Which destinations do these problems affect?
(Check all that apply.) **Home,**
Work,
Grocery shopping,
Socializing and meeting with friends ,
Recreation,
Retail
Shopping
- Q16** At what time do you have these problems? (Check all that apply.) **Morning,**
Afternoon,
Evening,
Weekend
- Q17** How do you schedule your use of passenger transportation? **Use app to locate time and place of fixed route pick up**
- Q18** Do you have an accessible and safe route to your transportation pickup? **No**
- Q19** Do you have a safe place to wait for your transportation? **Yes**
- Q20** What changes would most improve transportation services? **Respondent skipped this question**

Central Iowa Passenger Transportation User Survey

Q21 What would make you more likely to use passenger transportation?

More frequent bus service, more bus stops, sidewalks and crosswalks to get to bus stops.

Q22 Are there any major concerns or problems you would like to bring to our attention?

Respondent skipped this question

Central Iowa Passenger Transportation User Survey

#3

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, November 30, 2017 11:00:54 AM
Last Modified: Thursday, November 30, 2017 11:06:22 AM
Time Spent: 00:05:28
IP Address: 173.19.141.137

Page 1

Q1 What is your zip code? **Respondent skipped this question**

Q2 Age **40-49**

Q3 Annual Income Level **More than \$75,000**

Q4 Do you classify as any of the following? (Check all that apply.) **Other (please specify):
none of the above**

Q5 How easy is transportation for you? (1 being very easy, 5 being difficult)

☆ **1**

Q6 What is your main source of transportation? **Own and operate a vehicle**

Q7 What cities do you travel to/from using passenger transportation?

I work in Johnston and live in WDM and drive throughout the metro for my own/my family's needs.

Q8 How often do you use passenger transportation? **Once every 3 months**

Q9 How far is your average trip? **6-10 miles**

Q10 Do you pay for your transportation? **Yes**

Central Iowa Passenger Transportation User Survey

- Q11** Do you receive financial assistance for transportation? **No**
- Q12** How did you hear about your transportation source? (Check all that apply.) **Website**
- Q13** What is your average wait for transportation? **5-10 minutes**
- Q14** What problems do you have with transportation? (Check all that apply.) **Bus/transportation service not available when I need it**
Bus/transportation service not available where I need it
- Q15** Which destinations do these problems affect? (Check all that apply.) **Home,**
Work
- Q16** At what time do you have these problems? (Check all that apply.) **Evening,**
Night
- Q17** How do you schedule your use of passenger transportation? **Use printed fixed route schedule**
- Q18** Do you have an accessible and safe route to your transportation pickup? **No**
- Q19** Do you have a safe place to wait for your transportation? **No**

Q20 What changes would most improve transportation services?

Accessible public transportation is a HUGE issue in Des Moines! You wouldn't be doing this survey if it wasn't. I work for a food pantry in Johnston, and DART recently expanded bus services. This is an improvement, but with a route only north/south on Merle Hay & 86th, that leaves a giant hole where most residents live.

Q21 What would make you more likely to use passenger transportation?

Longer hours and services in my neighborhood, that aren't express/park & ride.

Q22 Are there any major concerns or problems you would like to bring to our attention? **Respondent skipped this question**

#4

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, November 30, 2017 11:29:10 AM
Last Modified: Thursday, November 30, 2017 11:40:30 AM
Time Spent: 00:11:19
IP Address: 67.55.155.218

Page 1

Q1 What is your zip code? Respondent skipped this question

Q2 Age 60-69

Q3 Annual Income Level \$35,000 - 44,999

Q4 Do you classify as any of the following? (Check all that apply.) Senior

Q5 How easy is transportation for you? (1 being very easy, 5 being difficult)

☆ 1

Q6 What is your main source of transportation? Own and operate a vehicle

Q7 What cities do you travel to/from using passenger transportation?

Des Moines, Metro

Q8 How often do you use passenger transportation? Never

Q9 How far is your average trip? 20-30 miles

Q10 Do you pay for your transportation? Yes

Q11 Do you receive financial assistance for transportation? No

Central Iowa Passenger Transportation User Survey

- Q12** How did you hear about your transportation source?
(Check all that apply.) **Word of mouth**
- Q13** What is your average wait for transportation? **5-10 minutes**
- Q14** What problems do you have with transportation?
(Check all that apply.) **Bus/transportation service not available when I need it**
- Q15** Which destinations do these problems affect?
(Check all that apply.) **Home,
Work,
Work or job training**
- Q16** At what time do you have these problems? (Check all that apply.) **Morning,
Afternoon**
- Q17** How do you schedule your use of passenger transportation? **Use website to schedule appointment**
- Q18** Do you have an accessible and safe route to your transportation pickup? **Yes**
- Q19** Do you have a safe place to wait for your transportation? **Yes**
- Q20** What changes would most improve transportation services?
Having it available in our community
- Q21** What would make you more likely to use passenger transportation?
Reliable scheduling
- Q22** Are there any major concerns or problems you would like to bring to our attention? **Respondent skipped this question**

#5

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, November 30, 2017 1:00:13 PM
Last Modified: Thursday, November 30, 2017 1:04:31 PM
Time Spent: 00:04:17
IP Address: 67.54.148.183

Page 1

Q1 What is your zip code? Respondent skipped this question

Q2 Age 40-49

Q3 Annual Income Level \$35,000 - 44,999

Q4 Do you classify as any of the following? (Check all that apply.) Refugee

Q5 How easy is transportation for you? (1 being very easy, 5 being difficult)

☆ 5

Q6 What is your main source of transportation? Fixed public transportation (DART or CyRide)

Q7 What cities do you travel to/from using passenger transportation?

inside Des Moines, Des Moines to Altoona

Q8 How often do you use passenger transportation? 2-3 days a week

Q9 How far is your average trip? 11-15 miles

Q10 Do you pay for your transportation? Yes

Q11 Do you receive financial assistance for transportation? No

Central Iowa Passenger Transportation User Survey

- Q12** How did you hear about your transportation source?
(Check all that apply.) **Human service agency referral**
- Q13** What is your average wait for transportation? **20-30 minutes**
- Q14** What problems do you have with transportation?
(Check all that apply.) **None, Lack of shelters**
- Q15** Which destinations do these problems affect?
(Check all that apply.) **Work or job training**
- Q16** At what time do you have these problems? (Check all that apply.) **Morning**
- Q17** How do you schedule your use of passenger transportation? **Use printed fixed route schedule**
- Q18** Do you have an accessible and safe route to your transportation pickup? **No**
- Q19** Do you have a safe place to wait for your transportation? **No**
- Q20** What changes would most improve transportation services?
a website that works
- Q21** What would make you more likely to use passenger transportation?
more routes
- Q22** Are there any major concerns or problems you would like to bring to our attention? **Respondent skipped this question**

#6

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, November 30, 2017 1:40:52 PM
Last Modified: Thursday, November 30, 2017 1:47:15 PM
Time Spent: 00:06:23
IP Address: 165.206.129.98

Page 1

Q1 What is your zip code? **Respondent skipped this question**

Q2 Age **50-59**

Q3 Annual Income Level **\$55,000 – 64,999**

Q4 Do you classify as any of the following? (Check all that apply.) **Senior**

Q5 How easy is transportation for you? (1 being very easy, 5 being difficult)

☆ **1**

Q6 What is your main source of transportation? **Own and operate a vehicle**

Q7 What cities do you travel to/from using passenger transportation?

None

Q8 How often do you use passenger transportation? **Never**

Q9 How far is your average trip? **11-15 miles**

Q10 Do you pay for your transportation? **Yes**

Q11 Do you receive financial assistance for transportation? **No**

Central Iowa Passenger Transportation User Survey

Q12 How did you hear about your transportation source? (Check all that apply.) Other (please specify):
I furnish DART passes for clients of DHS

Q13 What is your average wait for transportation? **5-10 minutes**

Q14 What problems do you have with transportation? (Check all that apply.) **None**

Q15 Which destinations do these problems affect? (Check all that apply.) **None**

Q16 At what time do you have these problems? (Check all that apply.) **Respondent skipped this question**

Q17 How do you schedule your use of passenger transportation? **Respondent skipped this question**

Q18 Do you have an accessible and safe route to your transportation pickup? **Respondent skipped this question**

Q19 Do you have a safe place to wait for your transportation? **Respondent skipped this question**

Q20 What changes would most improve transportation services?

Frequency of stops later into the evening

Have DART riders and local businesses/agencies as part of the DART commission to bring total perspective to decision making... not just elected officials.

Q21 What would make you more likely to use passenger transportation?

Able to get around the county quicker and to more stops

Q22 Are there any major concerns or problems you would like to bring to our attention?

Youth who misbehave sometimes get "banned for life" from using DART. Although it is understandable that they get sanctioned for a period of time, banning people from riding the bus for life is a game changer for them being able to get and keep employed and engaged in services and school.

Central Iowa Passenger Transportation User Survey

#7

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, December 01, 2017 8:18:34 AM
Last Modified: Friday, December 01, 2017 8:38:27 AM
Time Spent: 00:19:53
IP Address: 67.41.111.127

Page 1

- Q1** What is your zip code? Respondent skipped this question
- Q2** Age 30-39
- Q3** Annual Income Level \$65,000 – 74,999
- Q4** Do you classify as any of the following? (Check all that apply.) Respondent skipped this question
- Q5** How easy is transportation for you? (1 being very easy, 5 being difficult)
- ☆ 1
- Q6** What is your main source of transportation? Own and operate a vehicle
- Q7** What cities do you travel to/from using passenger transportation? Respondent skipped this question
- Q8** How often do you use passenger transportation? Never
- Q9** How far is your average trip? Respondent skipped this question
- Q10** Do you pay for your transportation? No
- Q11** Do you receive financial assistance for transportation? No

Central Iowa Passenger Transportation User Survey

Q12 How did you hear about your transportation source? (Check all that apply.) Respondent skipped this question

Q13 What is your average wait for transportation? Respondent skipped this question

Q14 What problems do you have with transportation? (Check all that apply.) Respondent skipped this question

Q15 Which destinations do these problems affect? (Check all that apply.) Respondent skipped this question

Q16 At what time do you have these problems? (Check all that apply.) Respondent skipped this question

Q17 How do you schedule your use of passenger transportation? Respondent skipped this question

Q18 Do you have an accessible and safe route to your transportation pickup? Respondent skipped this question

Q19 Do you have a safe place to wait for your transportation? Respondent skipped this question

Q20 What changes would most improve transportation services?

I believe that we need a 24 hour busing service. This would greatly improve financial stability with our families in the community. It can be difficult at times for some to get a job that is first shift, but it is easier to get a job that is 2nd and 3rd shift. I run a local emergency shelter and see first hand how easy it is for my families to get a job on the 2nd or 3rd shift, but the issue is always transportation. I believe that the money is there, but i also know that this would greatly improve our community and the quality of care of our families.

Q21 What would make you more likely to use passenger transportation? Respondent skipped this question

Q22 Are there any major concerns or problems you would like to bring to our attention? Respondent skipped this question

Central Iowa Passenger Transportation User Survey

#8

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, December 01, 2017 3:13:30 PM
Last Modified: Friday, December 01, 2017 3:27:48 PM
Time Spent: 00:14:18
IP Address: 65.120.162.34

Page 1

Q1 What is your zip code?

50315

Q2 Age **60-69**

Q3 Annual Income Level **\$35,000 - 44,999**

Q4 Do you classify as any of the following? (Check all that apply.) **Veteran**

Q5 How easy is transportation for you? (1 being very easy, 5 being difficult)

☆ **3**

Q6 What is your main source of transportation? **Fixed public transportation (DART or CyRide)**

Q7 What cities do you travel to/from using passenger transportation?

Des Moines only

Q8 How often do you use passenger transportation? **Most every day**

Q9 How far is your average trip? **1-5 miles**

Q10 Do you pay for your transportation? **Yes**

Central Iowa Passenger Transportation User Survey

Q11 Do you receive financial assistance for transportation?

No

Q12 How did you hear about your transportation source? (Check all that apply.)

Other (please specify):

I moved into Wakonda Village, there's a coverage bus stop, I called MTA, been a rider since 1998

Q13 What is your average wait for transportation?

10-20 minutes

Q14 What problems do you have with transportation? (Check all that apply.)

Bus/transportation service not available when I need , it

Bus/transportation service not available where I need , it

Services too infrequent

Q15 Which destinations do these problems affect? (Check all that apply.)

Home,

Work,

Health related appointments ,

Recreation

Q16 At what time do you have these problems? (Check all that apply.)

Afternoon,

Night,

Weekend

Q17 How do you schedule your use of passenger transportation?

Use printed fixed route schedule

Q18 Do you have an accessible and safe route to your transportation pickup?

Yes

Q19 Do you have a safe place to wait for your transportation?

Yes

Q20 What changes would most improve transportation services?

Route 8 - all day service, hourly service on weekends

Central Iowa Passenger Transportation User Survey

Q21 What would make you more likely to use passenger transportation?

Route 8 - hourly service on weekends

Q22 Are there any major concerns or problems you would like to bring to our attention?

More riders are in motorized scooters, barely room in the bus aisles for maneuvering into place, I suggest DART reevaluate deploying their smaller newer buses designed for multiple chairs for these regular route transports.

#9

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Sunday, December 03, 2017 7:32:10 PM
Last Modified: Sunday, December 03, 2017 7:34:20 PM
Time Spent: 00:02:09
IP Address: 67.41.111.127

Page 1

Q1 What is your zip code?

50322

Q2 Age **40-49**

Q3 Annual Income Level **\$45,000 – 54,999**

Q4 Do you classify as any of the following? (Check all that apply.) **Respondent skipped this question**

Q5 How easy is transportation for you? (1 being very easy, 5 being difficult)

☆ **1**

Q6 What is your main source of transportation? **Own and operate a vehicle**

Q7 What cities do you travel to/from using passenger transportation?

Urbandale/Des Moines

Q8 How often do you use passenger transportation? **Never**

Q9 How far is your average trip? **6-10 miles**

Q10 Do you pay for your transportation? **Yes**

Q11 Do you receive financial assistance for transportation? **No**

Central Iowa Passenger Transportation User Survey

- Q12** How did you hear about your transportation source? (Check all that apply.) Other (please specify):
Self
- Q13** What is your average wait for transportation? **5-10 minutes**
- Q14** What problems do you have with transportation? (Check all that apply.) **None**
- Q15** Which destinations do these problems affect? (Check all that apply.) **None**
- Q16** At what time do you have these problems? (Check all that apply.) **Morning**
- Q17** How do you schedule your use of passenger transportation? **Call and make an appointment with service**
- Q18** Do you have an accessible and safe route to your transportation pickup? **Yes**
- Q19** Do you have a safe place to wait for your transportation? **Yes**
- Q20** What changes would most improve transportation services? **Respondent skipped this question**
- Q21** What would make you more likely to use passenger transportation? **Respondent skipped this question**
- Q22** Are there any major concerns or problems you would like to bring to our attention?

No

#10

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, December 04, 2017 8:32:57 AM
Last Modified: Monday, December 04, 2017 8:36:14 AM
Time Spent: 00:03:16
IP Address: 216.81.211.9

Page 1

Q1 What is your zip code?

50003

Q2 Age **20-29**

Q3 Annual Income Level **\$55,000 – 64,999**

Q4 Do you classify as any of the following? (Check all that apply.) **Respondent skipped this question**

Q5 How easy is transportation for you? (1 being very easy, 5 being difficult)

☆ **5**

Q6 What is your main source of transportation? **Own and operate a vehicle**

Q7 What cities do you travel to/from using passenger transportation? **Respondent skipped this question**

Q8 How often do you use passenger transportation? **Never**

Q9 How far is your average trip? **20-30 miles**

Q10 Do you pay for your transportation? **Yes**

Q11 Do you receive financial assistance for transportation? **No**

Central Iowa Passenger Transportation User Survey

Q12 How did you hear about your transportation source? (Check all that apply.) Respondent skipped this question

Q13 What is your average wait for transportation? Respondent skipped this question

Q14 What problems do you have with transportation? (Check all that apply.) Respondent skipped this question

Q15 Which destinations do these problems affect? (Check all that apply.) Respondent skipped this question

Q16 At what time do you have these problems? (Check all that apply.) Respondent skipped this question

Q17 How do you schedule your use of passenger transportation? Respondent skipped this question

Q18 Do you have an accessible and safe route to your transportation pickup? Respondent skipped this question

Q19 Do you have a safe place to wait for your transportation? Respondent skipped this question

Q20 What changes would most improve transportation services?

A public transportation option in Dallas County.

Q21 What would make you more likely to use passenger transportation?

An option other than HIRTA.

Q22 Are there any major concerns or problems you would like to bring to our attention? Respondent skipped this question

#11

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, December 05, 2017 8:37:03 AM
Last Modified: Tuesday, December 05, 2017 8:44:49 AM
Time Spent: 00:07:46
IP Address: 205.221.127.131

Page 1

Q1 What is your zip code?

50169

Q2 Age **70-79**

Q3 Annual Income Level **More than \$75,000**

Q4 Do you classify as any of the following? (Check all that apply.) **Senior**

Q5 How easy is transportation for you? (1 being very easy, 5 being difficult)

☆ **2**

Q6 What is your main source of transportation? **Own and operate a vehicle**

Q7 What cities do you travel to/from using passenger transportation?

Des Moines, Mitchellville, Altoona, Ankeny, Indianola, West DSM

Q8 How often do you use passenger transportation? **Once every 3 months**

Q9 How far is your average trip? **1-5 miles**

Q10 Do you pay for your transportation? **No**

Central Iowa Passenger Transportation User Survey

Q11 Do you receive financial assistance for transportation?

No

Q12 How did you hear about your transportation source? (Check all that apply.)

Word of mouth
Pamphlet or brochure,
Website

Q13 What is your average wait for transportation?

5-10 minutes

Q14 What problems do you have with transportation? (Check all that apply.)

Bus/transportation service not available when I need it
Bus/transportation service not available where I need it
Expense

Q15 Which destinations do these problems affect? (Check all that apply.)

Work,
Health related appointments
Retail
Shopping

Q16 At what time do you have these problems? (Check all that apply.)

Morning,
Afternoon,
Weekend,
Weekday

Q17 How do you schedule your use of passenger transportation?

Use printed fixed route schedule

Q18 Do you have an accessible and safe route to your transportation pickup?

Yes

Q19 Do you have a safe place to wait for your transportation?

Yes

Q20 What changes would most improve transportation services?

Weekend, nights and suburban routes

Central Iowa Passenger Transportation User Survey

Q21 What would make you more likely to use passenger transportation?

accessibility, convenience, dependable

Q22 Are there any major concerns or problems you would like to bring to our attention?

DSM Metro is in need of a mass transit system to increase economic and standard of living and improve health of residents

#12

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, December 05, 2017 6:27:04 PM
Last Modified: Tuesday, December 05, 2017 6:32:25 PM
Time Spent: 00:05:21
IP Address: 75.170.148.200

Page 1

Q1 What is your zip code?

50263

Q2 Age **50-59**

Q3 Annual Income Level **More than \$75,000**

Q4 Do you classify as any of the following? (Check all that apply.) **Physical Disability**

Q5 How easy is transportation for you? (1 being very easy, 5 being difficult)

☆ **4**

Q6 What is your main source of transportation? **Own and operate a vehicle**

Q7 What cities do you travel to/from using passenger transportation?

des moines

Q8 How often do you use passenger transportation? **Once a month**

Q9 How far is your average trip? **6-10 miles**

Q10 Do you pay for your transportation? **Yes**

Central Iowa Passenger Transportation User Survey

Q11 Do you receive financial assistance for transportation?

No

Q12 How did you hear about your transportation source? (Check all that apply.)

Word of mouth

Q13 What is your average wait for transportation?

More than 1 hour

Q14 What problems do you have with transportation? (Check all that apply.)

Bus/transportation service not available when I need it ,

Bus/transportation service not available where I need it ,

Services too infrequent,

Expense,

Getting to the service pickup location ,

Can't visit multiple places in one trip ,

Service information is confusing

Q15 Which destinations do these problems affect? (Check all that apply.)

Work,

Work or job training,

Health related appointments

Q16 At what time do you have these problems? (Check all that apply.)

Morning,

Afternoon,

Evening,

Night,

Weekend,

Weekday

Q17 How do you schedule your use of passenger transportation?

Call and make an appointment with service

Q18 Do you have an accessible and safe route to your transportation pickup?

Yes

Central Iowa Passenger Transportation User Survey

Q19 Do you have a safe place to wait for your transportation? **No**

Q20 What changes would most improve transportation services?

bus routes in dallas county

Q21 What would make you more likely to use passenger transportation?

clean and safe

Q22 Are there any major concerns or problems you would like to bring to our attention?

expand out of des moines!

#13

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, December 08, 2017 9:48:48 AM
Last Modified: Friday, December 08, 2017 9:51:57 AM
Time Spent: 00:03:09
IP Address: 67.41.111.127

Page 1

Q1 What is your zip code?

50314

Q2 Age **50-59**

Q3 Annual Income Level **Under \$24,999**

Q4 Do you classify as any of the following? (Check all that apply.) **Homeless**

Q5 How easy is transportation for you? (1 being very easy, 5 being difficult)

☆ **1**

Q6 What is your main source of transportation? **Fixed public transportation (DART or CyRide)**

Q7 What cities do you travel to/from using passenger transportation?

Des Moines

Q8 How often do you use passenger transportation? **Most every day**

Q9 How far is your average trip? **20-30 miles**

Q10 Do you pay for your transportation? **Yes**

Central Iowa Passenger Transportation User Survey

- Q11** Do you receive financial assistance for transportation? **No**
- Q12** How did you hear about your transportation source? (Check all that apply.) **Other (please specify):
Shelter**
- Q13** What is your average wait for transportation? **20-30 minutes**
- Q14** What problems do you have with transportation? (Check all that apply.) **Bus/transportation service not available when I need it ,
Need to use different services for different tasks ,
My source of transportation has made me late to my appointments/work/training/etc.
,
Service information is confusing**
- Q15** Which destinations do these problems affect? (Check all that apply.) **Work,
Appointments at government offices**
- Q16** At what time do you have these problems? (Check all that apply.) **Morning**
- Q17** How do you schedule your use of passenger transportation? **Use app to locate time and place of fixed route pick up**
- Q18** Do you have an accessible and safe route to your transportation pickup? **Yes**
- Q19** Do you have a safe place to wait for your transportation? **Yes**
- Q20** What changes would most improve transportation services?
Buses being on time
- Q21** What would make you more likely to use passenger transportation? **Respondent skipped this question**

Central Iowa Passenger Transportation User Survey

Q22 Are there any major concerns or problems you would like to bring to our attention?

Respondent skipped this question

#14

COMPLETE

Answers Entered Manually

Collector: Web Link 2 (Web Link)
Started: Wednesday, December 13, 2017 2:41:24 PM
Last Modified: Wednesday, December 13, 2017 2:46:03 PM
Time Spent: 00:04:38
IP Address: 167.142.64.102

Page 1

Q1 What is your zip code?

50317

Q2 Age

30-39

Q3 Annual Income Level

**Under
\$24,999**

Q4 Do you classify as any of the following? (Check all that apply.)

**Epilepsy,
Other (please
specify):
Memory issues**

Q5 How easy is transportation for you? (1 being very easy, 5 being difficult)

☆

5

Q6 What is your main source of transportation?

Friend or family member

Q7 What cities do you travel to/from using passenger transportation?

Respondent skipped this question

Q8 How often do you use passenger transportation?

**Once every 3
months**

Q9 How far is your average trip?

16-20 miles

Q10 Do you pay for your transportation?

Yes

Central Iowa Passenger Transportation User Survey

Q11 Do you receive financial assistance for transportation?

Other (please specify):
Paratransit to/from Passageway Center

Q12 How did you hear about your transportation source? (Check all that apply.)

Other (please specify):
Passageway center & Roxann

Q13 What is your average wait for transportation?

Respondent skipped this question

Q14 What problems do you have with transportation? (Check all that apply.)

Not having a license,
Social anxiety or overwhelmed
Expense,
Can't visit multiple places in one trip
Need to use different services for different tasks
Service information is confusing
Other (please specify):
Memory changes

Q15 Which destinations do these problems affect? (Check all that apply.)

Home,
Grocery shopping,
Socializing and meeting with friends
Retail Shopping
Other (please specify):
Medical Appointment

Q16 At what time do you have these problems? (Check all that apply.)

Respondent skipped this question

Q17 How do you schedule your use of passenger transportation?

Use printed fixed route schedule

Central Iowa Passenger Transportation User Survey

Q18 Do you have an accessible and safe route to your transportation pickup? **Yes**

Q19 Do you have a safe place to wait for your transportation? **Respondent skipped this question**

Q20 What changes would most improve transportation services?

Benches and shelter areas

Q21 What would make you more likely to use passenger transportation? **Respondent skipped this question**

Q22 Are there any major concerns or problems you would like to bring to our attention? **Respondent skipped this question**

#15

COMPLETE

Answers Entered Manually

Collector: Web Link 2 (Web Link)
Started: Thursday, December 14, 2017 9:34:34 AM
Last Modified: Thursday, December 14, 2017 10:07:44 AM
Time Spent: 00:33:09
IP Address: 167.142.64.102

Page 1

Q1 What is your zip code?

50324

Q2 Age **30-39**

Q3 Annual Income Level **Under \$24,999**

Q4 Do you classify as any of the following? (Check all that apply.) **Epilepsy,**
Other (please specify):
Heart valve replacement

Q5 How easy is transportation for you? (1 being very easy, 5 being difficult)

☆ **4**

Q6 What is your main source of transportation? **Fixed public transportation (DART or CyRide)**

Q7 What cities do you travel to/from using passenger transportation? **Respondent skipped this question**

Q8 How often do you use passenger transportation? **2-3 days a week**

Q9 How far is your average trip? **1-5 miles**

Central Iowa Passenger Transportation User Survey

Q10 Do you pay for your transportation?	Yes
Q11 Do you receive financial assistance for transportation?	Waiver/Medicaid funded transportation
Q12 How did you hear about your transportation source? (Check all that apply.)	Word of mouth Website
Q13 What is your average wait for transportation?	10-20 minutes
Q14 What problems do you have with transportation? (Check all that apply.)	None
Q15 Which destinations do these problems affect? (Check all that apply.)	Grocery shopping, Appointments at government offices
Q16 At what time do you have these problems? (Check all that apply.)	Evening, Weekday
Q17 How do you schedule your use of passenger transportation?	Use printed fixed route schedule
Q18 Do you have an accessible and safe route to your transportation pickup?	Yes
Q19 Do you have a safe place to wait for your transportation?	Yes
Q20 What changes would most improve transportation services?	Respondent skipped this question
Q21 What would make you more likely to use passenger transportation?	Respondent skipped this question
Q22 Are there any major concerns or problems you would like to bring to our attention?	Respondent skipped this question

#16

COMPLETE

Answers Entered Manually

Collector: Web Link 2 (Web Link)
Started: Thursday, December 14, 2017 10:08:46 AM
Last Modified: Thursday, December 14, 2017 10:15:47 AM
Time Spent: 00:07:01
IP Address: 167.142.64.102

Page 1

Q1 What is your zip code? Respondent skipped this question

Q2 Age 40-49

Q3 Annual Income Level Under \$24,999

Q4 Do you classify as any of the following? (Check all that apply.) Developmental Disability, Epilepsy

Q5 How easy is transportation for you? (1 being very easy, 5 being difficult)

☆ 5

Q6 What is your main source of transportation? Other (please specify): Fixed, friend or family, and taxi service

Q7 What cities do you travel to/from using passenger transportation?

Whole DSM Area

Q8 How often do you use passenger transportation? Most every day

Q9 How far is your average trip? 6-10 miles

Q10 Do you pay for your transportation? Yes

Central Iowa Passenger Transportation User Survey

Q11 Do you receive financial assistance for transportation?

Other (please specify):
Disability half fare for fixed route

Q12 How did you hear about your transportation source? (Check all that apply.)

Word of mouth ,
Website ,
Human service agency referral ,
Other (please specify):
Epilepsy Foundation

Q13 What is your average wait for transportation?

20-30 minutes

Central Iowa Passenger Transportation User Survey

Q14 What problems do you have with transportation?
(Check all that apply.)

- Bus/transportation service not available when I need it ,
- Bus/transportation service not available where I need it ,
- Services too infrequent,
- Not having a license,
- Problems getting into the vehicle,
- Communicating with others or strangers,
- Social anxiety or overwhelmed ,
- Expense,
- Lack of shelters ,
- Getting to the service pickup location ,
- Can't visit multiple places in one trip ,
- Need to use different services for different tasks ,
- My source of transportation has made me late to my appointments/work/training/etc. ,
- Service information is confusing ,
- Other (please specify):
- Cost too much

Q15 Which destinations do these problems affect?
(Check all that apply.)

- Home,
- Work,
- Grocery shopping,
- Socializing and meeting with friends ,
- Recreation,
- Retail Shopping

Central Iowa Passenger Transportation User Survey

Q16 At what time do you have these problems? (Check all that apply.)

Morning,
Afternoon,
Evening,
Night,
Weekend,
Weekday

Q17 How do you schedule your use of passenger transportation?

Other (please specify):
Call for appointment and fixed route schedule

Q18 Do you have an accessible and safe route to your transportation pickup? **No**

Q19 Do you have a safe place to wait for your transportation? **No**

Q20 What changes would most improve transportation services?

Need a listing of resources to help pay for transportation.

Q21 What would make you more likely to use passenger transportation?

Closer fixed route bus stop to where I live.

Q22 Are there any major concerns or problems you would like to bring to our attention?

- Need oversight for cab companies in DSM
- Need bus stop at WDM library
- Too long of a ride on paratransit
- Not enough para transit buses in the evening
- need more transportation/fixed routes on weekends/evening in DSM suburbs and rural Central Iowa
- would be nice to be able to stop and get medication on way home from doctor's appointment
- scheduling paratransit the day before (with DART's new scheduling system) puts people at least 2 hours earlier than the time they would like to be picked up
- a fixed route bus stop at all public libraries in Central Iowa
- it would be good to allow a caregiver to ride for free with a person with a disability, such as epilepsy.

#17

COMPLETE

Answers Entered Manually

Collector: Web Link 2 (Web Link)
Started: Thursday, December 14, 2017 10:27:15 AM
Last Modified: Thursday, December 14, 2017 10:36:32 AM
Time Spent: 00:09:17
IP Address: 167.142.64.102

Page 1

Q1 What is your zip code?

50317

Q2 Age **50-59**

Q3 Annual Income Level **\$25,000 - 34,999**

Q4 Do you classify as any of the following? (Check all that apply.) **Epilepsy**

Q5 How easy is transportation for you? (1 being very easy, 5 being difficult)

☆ **5**

Q6 What is your main source of transportation? **Taxi Service**

Q7 What cities do you travel to/from using passenger transportation?

none

Q8 How often do you use passenger transportation? **Once every 3 months**

Q9 How far is your average trip? **11-15 miles**

Q10 Do you pay for your transportation? **No**

Central Iowa Passenger Transportation User Survey

Q11 Do you receive financial assistance for transportation?

Waiver/Medicaid funded transportation

Q12 How did you hear about your transportation source? (Check all that apply.)

Other (please specify):
Epilepsy Foundation

Q13 What is your average wait for transportation?

30 minutes to 1 hour

Q14 What problems do you have with transportation? (Check all that apply.)

Bus/transportation service not available where I need it ,
Not having a license,
Expense,
Getting to the service pickup location ,
Can't visit multiple places in one trip ,
Need to use different services for different tasks ,
My source of transportation has made me late to my appointments/work/training/etc.

Q15 Which destinations do these problems affect? (Check all that apply.)

Home,
Work,
Grocery shopping,
Retail Shopping

Q16 At what time do you have these problems? (Check all that apply.)

Morning,
Afternoon,
Evening,
Night,
Weekend

Central Iowa Passenger Transportation User Survey

Q17 How do you schedule your use of passenger transportation?

Other (please specify):
have to call 3 days in advance to get transportation

Q18 Do you have an accessible and safe route to your transportation pickup?

No

Q19 Do you have a safe place to wait for your transportation?

No

Q20 What changes would most improve transportation services?

having a place closer to catch the bus

Q21 What would make you more likely to use passenger transportation?

i live about half a mile from closest bus stop... bringing it closer would help, especially in harsh weather

Q22 Are there any major concerns or problems you would like to bring to our attention?

getting picked up late or waiting to get picked up after an appointment and can only use certain services to get to a doctors appointment because it is too expensive otherwise, so shopping trips are not possible

#18

COMPLETE

Answers Entered Manually

Collector: Web Link 2 (Web Link)
Started: Thursday, December 14, 2017 10:36:45 AM
Last Modified: Thursday, December 14, 2017 10:39:27 AM
Time Spent: 00:02:42
IP Address: 167.142.64.102

Page 1

Q1 What is your zip code?

50009

Q2 Age **30-39**

Q3 Annual Income Level **Under \$24,999**

Q4 Do you classify as any of the following? (Check all that apply.) **Physical Disability, Epilepsy**

Q5 How easy is transportation for you? (1 being very easy, 5 being difficult)

☆ **4**

Q6 What is your main source of transportation? **Human services agency**

Q7 What cities do you travel to/from using passenger transportation?

altoona

Q8 How often do you use passenger transportation? **Most every day**

Q9 How far is your average trip? **11-15 miles**

Central Iowa Passenger Transportation User Survey

- Q10** Do you pay for your transportation? **No**
- Q11** Do you receive financial assistance for transportation? **Waiver/Medicaid funded transportation**
- Q12** How did you hear about your transportation source? (Check all that apply.) **Human service agency referral**
- Q13** What is your average wait for transportation? **10-20 minutes**
- Q14** What problems do you have with transportation? (Check all that apply.) **Bus/transportation service not available where I need it**
Not having a license
- Q15** Which destinations do these problems affect? (Check all that apply.) **Home,**
Grocery shopping,
Health related appointments
Retail Shopping
- Q16** At what time do you have these problems? (Check all that apply.) **Weekday**
- Q17** How do you schedule your use of passenger transportation? **Call and make an appointment with service**
- Q18** Do you have an accessible and safe route to your transportation pickup? **No**
- Q19** Do you have a safe place to wait for your transportation? **No**
- Q20** What changes would most improve transportation services?
more bus stops near me

Central Iowa Passenger Transportation User Survey

Q21 What would make you more likely to use passenger transportation?

cheaper bus passes

Q22 Are there any major concerns or problems you would like to bring to our attention?

not all people are able to use apps and GPS
closest bus stop is miles away and not accessible

#19

COMPLETE

Answers Entered Manually

Collector: Web Link 2 (Web Link)
Started: Thursday, December 14, 2017 10:39:44 AM
Last Modified: Thursday, December 14, 2017 10:41:47 AM
Time Spent: 00:02:03
IP Address: 167.142.64.102

Page 1

Q1 What is your zip code?

50317

Q2 Age **30-39**

Q3 Annual Income Level **Under \$24,999**

Q4 Do you classify as any of the following? (Check all that apply.) **Physical Disability, Epilepsy**

Q5 How easy is transportation for you? (1 being very easy, 5 being difficult)

☆ **1**

Q6 What is your main source of transportation? **Other (please specify): Joy Ride**

Q7 What cities do you travel to/from using passenger transportation?

Waukee, Adel, DSM

Q8 How often do you use passenger transportation? **2-3 days a week**

Q9 How far is your average trip? **11-15 miles**

Central Iowa Passenger Transportation User Survey

Q10 Do you pay for your transportation?	No
Q11 Do you receive financial assistance for transportation?	Waiver/Medicaid funded transportation
Q12 How did you hear about your transportation source? (Check all that apply.)	Word of mouth
Q13 What is your average wait for transportation?	5-10 minutes
Q14 What problems do you have with transportation? (Check all that apply.)	None
Q15 Which destinations do these problems affect? (Check all that apply.)	None
Q16 At what time do you have these problems? (Check all that apply.)	Respondent skipped this question
Q17 How do you schedule your use of passenger transportation?	Call and make an appointment with service
Q18 Do you have an accessible and safe route to your transportation pickup?	Yes
Q19 Do you have a safe place to wait for your transportation?	Yes
Q20 What changes would most improve transportation services?	Respondent skipped this question
Q21 What would make you more likely to use passenger transportation?	Respondent skipped this question
Q22 Are there any major concerns or problems you would like to bring to our attention?	Respondent skipped this question

#20

COMPLETE

Answers Entered Manually

Collector: Web Link 2 (Web Link)
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Page 1

Q1 What is your zip code?

50325

Q2 Age **50-59**

Q3 Annual Income Level **Under \$24,999**

Q4 Do you classify as any of the following? (Check all that apply.) **Epilepsy**

Q5 How easy is transportation for you? (1 being very easy, 5 being difficult)

☆ **3**

Q6 What is your main source of transportation? **Friend or family member**

Q7 What cities do you travel to/from using passenger transportation?

Clive & Downtown DSM

Q8 How often do you use passenger transportation? **Once a week**

Q9 How far is your average trip? **6-10 miles**

Q10 Do you pay for your transportation? **Yes**

Central Iowa Passenger Transportation User Survey

Q11 Do you receive financial assistance for transportation?

No

Q12 How did you hear about your transportation source? (Check all that apply.)

Other (please specify):
Epilepsy Foundation

Q13 What is your average wait for transportation?

5-10 minutes

Q14 What problems do you have with transportation? (Check all that apply.)

Bus/transportation service not available where I need it
Lack of shelters
Other (please specify):
Rude and rowdy passengers aren't dealt with by drivers

Q15 Which destinations do these problems affect? (Check all that apply.)

Home,
Work,
Grocery shopping,
Appointments at government offices

Q16 At what time do you have these problems? (Check all that apply.)

Morning,
Afternoon

Q17 How do you schedule your use of passenger transportation?

Other (please specify):
call to make appointment and fixed route schedule

Q18 Do you have an accessible and safe route to your transportation pickup?

Yes

Q19 Do you have a safe place to wait for your transportation?

Yes

Q20 What changes would most improve transportation services?

- more paratransit buses
- it would be nice to have a major hubs for dsm, where we can eliminate some driving across town to save time/mileage

Central Iowa Passenger Transportation User Survey

Q21 What would make you more likely to use passenger transportation?

not having to take 2 hours to get downtown on bus with multiple stops, need more buses

Q22 Are there any major concerns or problems you would like to bring to our attention?

- not too much, i plan my day due to a system we have now
- great drivers mostly

#21

COMPLETE

Answers Entered Manually

Collector: Web Link 2 (Web Link)
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Page 1

Q1 What is your zip code?

50320

Q2 Age **50-59**

Q3 Annual Income Level **Under \$24,999**

Q4 Do you classify as any of the following? (Check all that apply.) **Epilepsy**

Q5 How easy is transportation for you? (1 being very easy, 5 being difficult)

☆ **2**

Q6 What is your main source of transportation? **Human services agency**

Q7 What cities do you travel to/from using passenger transportation?

south dsm & wdm

Q8 How often do you use passenger transportation? **Once a week**

Q9 How far is your average trip? **11-15 miles**

Q10 Do you pay for your transportation? **No**

Central Iowa Passenger Transportation User Survey

Q11 Do you receive financial assistance for transportation?

Waiver/Medicaid funded transportation

Q12 How did you hear about your transportation source? (Check all that apply.)

Human service agency referral

Q13 What is your average wait for transportation?

30 minutes to 1 hour

Q14 What problems do you have with transportation? (Check all that apply.)

**Services too infrequent,
Not having a license,
Can't visit multiple places in one trip,
Need to use different services for different tasks**

Q15 Which destinations do these problems affect? (Check all that apply.)

Grocery shopping

Q16 At what time do you have these problems? (Check all that apply.)

Respondent skipped this question

Q17 How do you schedule your use of passenger transportation?

Call and make an appointment with service

Q18 Do you have an accessible and safe route to your transportation pickup?

Yes

Q19 Do you have a safe place to wait for your transportation?

Yes

Q20 What changes would most improve transportation services?

more frequent bus timing

Q21 What would make you more likely to use passenger transportation?

more frequent bus stops at corner -- with the move of the stops to 20 away from intersection there is frequently obstructions to get from bus to stop and visa-versa

Central Iowa Passenger Transportation User Survey

Q22 Are there any major concerns or problems you would like to bring to our attention?

Respondent skipped this question

Central Iowa Passenger Transportation User Survey

#22

COMPLETE

Answers Entered Manually

Collector: Web Link 2 (Web Link)
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Last Modified: Thursday, December 14, 2017 10:55:50 AM
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IP Address: 167.142.64.102

Page 1

Q1 What is your zip code?

50315

Q2 Age **50-59**

Q3 Annual Income Level **Under \$24,999**

Q4 Do you classify as any of the following? (Check all that apply.) **Physical Disability, Epilepsy, Other (please specify): Cognitive**

Q5 How easy is transportation for you? (1 being very easy, 5 being difficult)

☆ **4**

Q6 What is your main source of transportation? **Other (please specify): friend & family, taxi, and MCO medical**

Q7 What cities do you travel to/from using passenger transportation?

Iowa City

Central Iowa Passenger Transportation User Survey

- Q8** How often do you use passenger transportation? **Once a week**
- Q9** How far is your average trip? **1-5 miles**
- Q10** Do you pay for your transportation? **No**
- Q11** Do you receive financial assistance for transportation? **Waiver/Medicaid funded transportation**
- Q12** How did you hear about your transportation source? (Check all that apply.) **Human service agency referral**
- Q13** What is your average wait for transportation? **More than 1 hour**
- Q14** What problems do you have with transportation? (Check all that apply.) **Not having a license, Communicating with others or strangers, Social anxiety or overwhelmed, Expense, Lack of shelters, Getting to the service pickup location, Need to use different services for different tasks, My source of transportation has made me late to my appointments/work/training/etc., Service information is confusing, Other (please specify): I need help to learn to use city transit due to poor short term memory**
- Q15** Which destinations do these problems affect? (Check all that apply.) **Respondent skipped this question**

Central Iowa Passenger Transportation User Survey

Q16 At what time do you have these problems? (Check all that apply.) **Respondent skipped this question**

Q17 How do you schedule your use of passenger transportation? **Other (please specify):**
I don't use modern technology

Q18 Do you have an accessible and safe route to your transportation pickup? **No**

Q19 Do you have a safe place to wait for your transportation? **No**

Q20 What changes would most improve transportation services? **Respondent skipped this question**

Q21 What would make you more likely to use passenger transportation? **Respondent skipped this question**

Q22 Are there any major concerns or problems you would like to bring to our attention?

seizure on bus, bus driver asked her to get off, then the bus driver left her seizing on the sidewalk and took her service dog with...

bus system education

#23

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, January 12, 2018 4:42:27 PM
Last Modified: Friday, January 12, 2018 4:45:45 PM
Time Spent: 00:03:17
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Page 1

Q1 What is your zip code?

50023

Q2 Age **60-69**

Q3 Annual Income Level **More than \$75,000**

Q4 Do you classify as any of the following? (Check all that apply.) **Senior**

Q5 How easy is transportation for you? (1 being very easy, 5 being difficult)

☆ **3**

Q6 What is your main source of transportation? **Own and operate a vehicle**

Q7 What cities do you travel to/from using passenger transportation?

Des Moines, West Des Moines

Q8 How often do you use passenger transportation? **Once every 3 months**

Q9 How far is your average trip? **20-30 miles**

Q10 Do you pay for your transportation? **Yes**

Central Iowa Passenger Transportation User Survey

- Q11** Do you receive financial assistance for transportation? **No**
- Q12** How did you hear about your transportation source? **Website**
(Check all that apply.)
- Q13** What is your average wait for transportation? **20-30 minutes**
- Q14** What problems do you have with transportation? **Bus/transportation service not available where I need it ,**
(Check all that apply.) **Services too infrequent,**
Getting to the service pickup location ,
Bus/transportation service not available when I need it
- Q15** Which destinations do these problems affect? **Health related**
(Check all that apply.) **appointments**
- Q16** At what time do you have these problems? (Check all that apply.) **Morning,**
Afternoon
- Q17** How do you schedule your use of passenger transportation? **Call and make an appointment with service**
- Q18** Do you have an accessible and safe route to your transportation pickup? **No**
- Q19** Do you have a safe place to wait for your transportation? **No**
- Q20** What changes would most improve transportation services?
More availability
- Q21** What would make you more likely to use passenger transportation?
Regular service in my area

Central Iowa Passenger Transportation User Survey

Q22 Are there any major concerns or problems you would like to bring to our attention?

Ankeny has very little service for senior citizens

APPENDIX C:
PASSENGER TRANSPORTATION PROVIDER SURVEY RESULTS

#1

COMPLETE

Collector: Web Link 1 (Web Link)
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IP Address: 65.121.139.2

Page 1

Q1 If you're willing, please tell us what agency you are representing in taking this survey.

Polk County

Q2 Please classify what type of institution you represent. **Human Services**

Q3 What cities/counties does your organization serve?

Polk COunty area

Q4 Does your organization coordinate or provide transportation to your clients? **Only coordinate transportation**

Q5 If you directly provide transportation, does your organization use volunteer drivers? **We do not directly provide transportation.**

Central Iowa Passenger Transportation Coordinator and Provider Survey

Q6 Rank the following 2013 PTP priorities in terms of importance to your organization's ability to provide optimal service to clients:

Maintain and expand existing services	1
Get more low-income persons access to jobs at the hours they need them	2
More hours of service on weekends and weeknights	7
Develop more volunteer transportation systems in central Iowa	9
More marketing/education of transportation information and for making information easier to access	8
Better service multi-purpose trips	3
More training on how to use the bus system	4
Trips to essential services, particularly trips to medical appointments in Des Moines and Iowa City, as well as access to food and groceries	5
Make passenger transportation more affordable	6
Increase the availability of transit, i.e., ensuring sidewalks to bus stops are in good condition	11
Continue to study rapid transit alternatives	12
Coordination of land use and transportation decisions in the planning and development process of local governments	10

Q7 Please provide a brief explanation for your answers above.

Transportation needs to be user friendly for multiple clients, low income, elderly, refugees, etc. it needs to be available to those in need for life essentials, food, jobs, doctors...

Q8 Over the last 5 years, in which of the following have strides been made to improve passenger transportation services in Central Iowa? (Check all that apply.)

- Maintain and expand existing services**
- More hours of service on weekends and weeknights**
- Better service multi-purpose trips**
- More training on how to use the bus system**

Q9 Please provide a brief explanation for your selection(s) above:

all have improved, and need to continue

Central Iowa Passenger Transportation Coordinator and Provider Survey

Q10 Over the past 5 years, have any of these issues become more problematic? (Check all that apply.)

- More hours of service on weekends and weeknights
- Develop more volunteer transportation systems in central Iowa
- More marketing/education of transportation information and for making information easier to access
- Better service multi-purpose trips
- Trips to essential services, particularly trips to medical appointments in Des Moines and Iowa City, as well as access to food and groceries
- Make passenger transportation more affordable
- Coordination of land use and transportation decisions in the planning and development process of local governments

Q11 Please provide a brief explanation for your selection(s) above.

Areas that need to be considered and addressed when appropriate time

Q12 In the 2013 PTP, there are a number of recommended projects to be developed and implemented. Please rank their potential importance to you and your organization.

One Click One Call service	2
Mobility Matters Workshop	9
Volunteer Services	8
Night Service	5
Bus Training	1
Recovery Program for Unemployed Persons	7
Coordinated Medical Appointments	3
Des Moines - Iowa City Medical Transportation	4
Implementation of Mobility Management Action Plan	6

Q13 How do you communicate passenger transportation services to your clients? (Check all that apply.)

- Newsletter or other publication,
- Website,
- Word of Mouth

Central Iowa Passenger Transportation Coordinator and Provider Survey

Q14 If your organization directly provides transportation to its clients, please describe any fleet, facility, or equipment needs you currently have or are projecting to have in the next 5 years.

0

Q15 If you answered the above, please describe how you intend to fund these needs.

0

Q16 Please provide a summary of complaints, if any, you have heard from your clients regarding passenger transportation services?

Paratransit long rides to and from medical. unkind drivers (however this is not often, gets fixed when brought to your attention

Q17 Are there any other major issues you would like to bring to our attention?

not at this time.

Q18 Please provide your contact information if you are willing to participate in a focus group regarding passenger transportation in Central Iowa.

Respondent skipped this question

Central Iowa Passenger Transportation Coordinator and Provider Survey

#2

COMPLETE

Collector: Web Link 1 (Web Link)
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Last Modified: Monday, December 11, 2017 10:46:49 AM
Time Spent: 00:05:05
IP Address: 65.121.139.2

Page 1

Q1 If you're willing, please tell us what agency you are representing in taking this survey.

POLK COUNTY CFYS

Q2 Please classify what type of institution you represent. **Governmental**

Q3 What cities/counties does your organization serve?

POLK COUNTY

Q4 Does your organization coordinate or provide transportation to your clients? **Both coordinate and provide transportation**

Q5 If you directly provide transportation, does your organization use volunteer drivers? **We do not directly provide transportation.**

Q6 Rank the following 2013 PTP priorities in terms of importance to your organization's ability to provide optimal service to clients:

Maintain and expand existing services **12**

Q7 Please provide a brief explanation for your answers above.

NONE

Q8 Over the last 5 years, in which of the following have strides been made to improve passenger transportation services in Central Iowa? (Check all that apply.) **Maintain and expand existing services**

Q9 Please provide a brief explanation for your selection(s) above:

NONE

Central Iowa Passenger Transportation Coordinator and Provider Survey

Q10 Over the past 5 years, have any of these issues become more problematic? (Check all that apply.)

Maintain and expand existing services

Q11 Please provide a brief explanation for your selection(s) above.

NONE

Q12 In the 2013 PTP, there are a number of recommended projects to be developed and implemented. Please rank their potential importance to you and your organization.

Recovery Program for Unemployed Persons

9

Q13 How do you communicate passenger transportation services to your clients? (Check all that apply.)

Newsletter or other publication

Q14 If your organization directly provides transportation to its clients, please describe any fleet, facility, or equipment needs you currently have or are projecting to have in the next 5 years.

NONE

Q15 If you answered the above, please describe how you intend to fund these needs.

NONE

Q16 Please provide a summary of complaints, if any, you have heard from your clients regarding passenger transportation services?

NONE

Q17 Are there any other major issues you would like to bring to our attention?

NONE

Q18 Please provide your contact information if you are willing to participate in a focus group regarding passenger transportation in Central Iowa.

Respondent skipped this question

#3

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, December 11, 2017 10:33:31 AM
Last Modified: Monday, December 11, 2017 12:40:56 PM
Time Spent: 02:07:25
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Page 1

Q1 If you're willing, please tell us what agency you are representing in taking this survey.

General Assistance

Q2 Please classify what type of institution you represent. **Human Services**

Q3 What cities/counties does your organization serve?

Polk County

Q4 Does your organization coordinate or provide transportation to your clients? **Neither coordinate or provide transportation**

Q5 If you directly provide transportation, does your organization use volunteer drivers? **We do not directly provide transportation.**

Q6 Rank the following 2013 PTP priorities in terms of importance to your organization's ability to provide optimal service to clients:

Get more low-income persons access to jobs at the hours they need them	12
Make passenger transportation more affordable	10
Increase the availability of transit, i.e., ensuring sidewalks to bus stops are in good condition	5
Coordination of land use and transportation decisions in the planning and development process of local governments	8

Q7 Please provide a brief explanation for your answers above.

Clients will use transportation that is available, the more that is available the better the employment options.

Central Iowa Passenger Transportation Coordinator and Provider Survey

Q8 Over the last 5 years, in which of the following have strides been made to improve passenger transportation services in Central Iowa? (Check all that apply.)

Maintain and expand existing services

Q9 Please provide a brief explanation for your selection(s) above:

Respondent skipped this question

Q10 Over the past 5 years, have any of these issues become more problematic? (Check all that apply.)

Get more low-income persons access to jobs at the hours they need them

Q11 Please provide a brief explanation for your selection(s) above.

I dont think transportation is available for 2nd or 3rd shift employees.

Q12 In the 2013 PTP, there are a number of recommended projects to be developed and implemented. Please rank their potential importance to you and your organization.

Night Service	2
Recovery Program for Unemployed Persons	1
Coordinated Medical Appointments	3
Des Moines - Iowa City Medical Transportation	5
Implementation of Mobility Management Action Plan	4

Q13 How do you communicate passenger transportation services to your clients? (Check all that apply.)

Website

Q14 If your organization directly provides transportation to its clients, please describe any fleet, facility, or equipment needs you currently have or are projecting to have in the next 5 years.

N/A

Q15 If you answered the above, please describe how you intend to fund these needs.

N/A

Q16 Please provide a summary of complaints, if any, you have heard from your clients regarding passenger transportation services?

N/A

Q17 Are there any other major issues you would like to bring to our attention?

N/A

Central Iowa Passenger Transportation Coordinator and Provider Survey

Q18 Please provide your contact information if you are willing to participate in a focus group regarding passenger transportation in Central Iowa.

Respondent skipped this question

Central Iowa Passenger Transportation Coordinator and Provider Survey

#4

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, December 12, 2017 6:58:28 AM
Last Modified: Tuesday, December 12, 2017 7:26:14 AM
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Q1 If you're willing, please tell us what agency you are representing in taking this survey. **Respondent skipped this question**

Q2 Please classify what type of institution you represent. **Human Services**

Q3 What cities/counties does your organization serve?

Polk County

Q4 Does your organization coordinate or provide transportation to your clients? **Both coordinate and provide transportation**

Q5 If you directly provide transportation, does your organization use volunteer drivers? **No**

Central Iowa Passenger Transportation Coordinator and Provider Survey

Q6 Rank the following 2013 PTP priorities in terms of importance to your organization's ability to provide optimal service to clients:

Maintain and expand existing services	2
Get more low-income persons access to jobs at the hours they need them	1
More hours of service on weekends and weeknights	5
Develop more volunteer transportation systems in central Iowa	7
More marketing/education of transportation information and for making information easier to access	10
Better service multi-purpose trips	8
More training on how to use the bus system	3
Trips to essential services, particularly trips to medical appointments in Des Moines and Iowa City, as well as access to food and groceries	4
Make passenger transportation more affordable	6
Increase the availability of transit, i.e., ensuring sidewalks to bus stops are in good condition	9
Continue to study rapid transit alternatives	12
Coordination of land use and transportation decisions in the planning and development process of local governments	11

Q7 Please provide a brief explanation for your answers above.

Jobs for people and affordable, accessible transportation to those jobs.

Q8 Over the last 5 years, in which of the following have strides been made to improve passenger transportation services in Central Iowa? (Check all that apply.)

- More training on how to use the bus system
- Continue to study rapid transit alternatives

Q9 Please provide a brief explanation for your selection(s) above:

I don't know of many improvements other than opportunities for more training to use the current bus system. The cost of transporting clients to medical appointments was shifted to providers with no reimbursement several years ago.

Central Iowa Passenger Transportation Coordinator and Provider Survey

Q10 Over the past 5 years, have any of these issues become more problematic? (Check all that apply.)

Maintain and expand existing services

Get more low-income persons access to jobs at the hours they need them

Make passenger transportation more affordable

Q11 Please provide a brief explanation for your selection(s) above.

Transportation costs to and from work were just passed from the state as the payer to the provider as the payer with no reimbursement for this cost, with very little notice. While agencies worked together to ensure no transportation gaps, there have been some clients who have been late or missed work as a result.

Q12 In the 2013 PTP, there are a number of recommended projects to be developed and implemented. Please rank their potential importance to you and your organization.

One Click One Call service	5
Mobility Matters Workshop	9
Volunteer Services	1
Night Service	2
Bus Training	6
Recovery Program for Unemployed Persons	8
Coordinated Medical Appointments	3
Des Moines - Iowa City Medical Transportation	4
Implementation of Mobility Management Action Plan	7

Q13 How do you communicate passenger transportation services to your clients? (Check all that apply.)

Word of Mouth

Q14 If your organization directly provides transportation to its clients, please describe any fleet, facility, or equipment needs you currently have or are projecting to have in the next 5 years.

We just purchased a 12 passenger van with wc lift, and a mini van. We serve 220 clients

Q15 If you answered the above, please describe how you intend to fund these needs.

Fundraising and looking into grants. Our reimbursement rate for community living services was just cut. Budget adjustments are directed at continuing to provide daily, hourly, and employment services to clients.

Central Iowa Passenger Transportation Coordinator and Provider Survey

Q16 Please provide a summary of complaints, if any, you have heard from your clients regarding passenger transportation services?

bus routes are not available in their area or near their employment, hours of service don't run early, late enough or not on weekends.
NEMT transportation is expensive

Q17 Are there any other major issues you would like to bring to our attention?

Funding, cost. How can we make it more accessible and more affordable at the same time?

Q18 Please provide your contact information if you are willing to participate in a focus group regarding passenger transportation in Central Iowa.

Respondent skipped this question

#5

COMPLETE

Collector: Web Link 1 (Web Link)
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Last Modified: Tuesday, December 12, 2017 8:44:14 AM
Time Spent: 00:06:07
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Page 1

Q1 If you're willing, please tell us what agency you are representing in taking this survey.

Polk County Senior Services

Q2 Please classify what type of institution you represent. **Human Services**

Q3 What cities/counties does your organization serve?

Polk County

Q4 Does your organization coordinate or provide transportation to your clients? **Only coordinate transportation**

Q5 If you directly provide transportation, does your organization use volunteer drivers? **No**

Central Iowa Passenger Transportation Coordinator and Provider Survey

Q6 Rank the following 2013 PTP priorities in terms of importance to your organization's ability to provide optimal service to clients:

Maintain and expand existing services	5
Get more low-income persons access to jobs at the hours they need them	3
More hours of service on weekends and weeknights	4
Develop more volunteer transportation systems in central Iowa	10
More marketing/education of transportation information and for making information easier to access	7
Better service multi-purpose trips	2
More training on how to use the bus system	12
Trips to essential services, particularly trips to medical appointments in Des Moines and Iowa City, as well as access to food and groceries	1
Make passenger transportation more affordable	9
Increase the availability of transit, i.e., ensuring sidewalks to bus stops are in good condition	11
Continue to study rapid transit alternatives	6
Coordination of land use and transportation decisions in the planning and development process of local governments	8

Q7 Please provide a brief explanation for your answers above.

needed services are the priority for us.

Q8 Over the last 5 years, in which of the following have strides been made to improve passenger transportation services in Central Iowa? (Check all that apply.)

Respondent skipped this question

Q9 Please provide a brief explanation for your selection(s) above:

Respondent skipped this question

Q10 Over the past 5 years, have any of these issues become more problematic? (Check all that apply.)

Trips to essential services, particularly trips to medical appointments in Des Moines and Iowa City, as well as access to food and groceries

Q11 Please provide a brief explanation for your selection(s) above.

with MCOs being so difficult to work with along with Elderly waiver workers there is an expanding need

Central Iowa Passenger Transportation Coordinator and Provider Survey

Q12 In the 2013 PTP, there are a number of recommended projects to be developed and implemented. Please rank their potential importance to you and your organization.

One Click One Call service	4
Mobility Matters Workshop	9
Volunteer Services	7
Night Service	6
Bus Training	8
Recovery Program for Unemployed Persons	5
Coordinated Medical Appointments	1
Des Moines - Iowa City Medical Transportation	2
Implementation of Mobility Management Action Plan	3

Q13 How do you communicate passenger transportation services to your clients? (Check all that apply.)

Newsletter or other publication,
Website,
Word of Mouth

Q14 If your organization directly provides transportation to its clients, please describe any fleet, facility, or equipment needs you currently have or are projecting to have in the next 5 years.

Respondent skipped this question

Q15 If you answered the above, please describe how you intend to fund these needs.

Respondent skipped this question

Q16 Please provide a summary of complaints, if any, you have heard from your clients regarding passenger transportation services?

poor customer service on DART, long wait times, very low confidence in drivers

Q17 Are there any other major issues you would like to bring to our attention?

Respondent skipped this question

Q18 Please provide your contact information if you are willing to participate in a focus group regarding passenger transportation in Central Iowa.

Respondent skipped this question

Central Iowa Passenger Transportation Coordinator and Provider Survey

#6

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, December 12, 2017 9:26:59 AM
Last Modified: Tuesday, December 12, 2017 9:34:53 AM
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Page 1

Q1 If you're willing, please tell us what agency you are representing in taking this survey.

Candeo

Q2 Please classify what type of institution you represent. **Human Services**

Q3 What cities/counties does your organization serve?

Polk County

Q4 Does your organization coordinate or provide transportation to your clients? **Both coordinate and provide transportation**

Q5 If you directly provide transportation, does your organization use volunteer drivers? **No**

Q6 Rank the following 2013 PTP priorities in terms of importance to your organization's ability to provide optimal service to clients:

More training on how to use the bus system	8
Trips to essential services, particularly trips to medical appointments in Des Moines and Iowa City, as well as access to food and groceries	7
Make passenger transportation more affordable	12
Increase the availability of transit, i.e., ensuring sidewalks to bus stops are in good condition	5
Continue to study rapid transit alternatives	6
Coordination of land use and transportation decisions in the planning and development process of local governments	4

Central Iowa Passenger Transportation Coordinator and Provider Survey

Q7 Please provide a brief explanation for your answers above.

Many of our individuals need para transit as it is very expensive and frequently they are picked up long before their work or have to wait a long time after work

Q8 Over the last 5 years, in which of the following have strides been made to improve passenger transportation services in Central Iowa? (Check all that apply.)

Maintain and expand existing services

More hours of service on weekends and weeknights

Continue to study rapid transit alternatives

Q9 Please provide a brief explanation for your selection(s) above:

These are assumptions on my part

Q10 Over the past 5 years, have any of these issues become more problematic? (Check all that apply.)

Make passenger transportation more affordable

Q11 Please provide a brief explanation for your selection(s) above.

You don't offer the one issue we face the most - paratransit picks up too early and too late before/after work - it is a timing issue our individuals struggle with

Q12 In the 2013 PTP, there are a number of recommended projects to be developed and implemented. Please rank their potential importance to you and your organization.

Night Service 6

Bus Training 7

Q13 How do you communicate passenger transportation services to your clients? (Check all that apply.)

Word of Mouth

Other (please specify):

Via their Direct Support staff

Q14 If your organization directly provides transportation to its clients, please describe any fleet, facility, or equipment needs you currently have or are projecting to have in the next 5 years.

We just had this responsibility pushed to providers so I do not yet know how to answer this

Central Iowa Passenger Transportation Coordinator and Provider Survey

Q15 If you answered the above, please describe how you intend to fund these needs.

I have no idea as our new rates are yet another reduction

Q16 Please provide a summary of complaints, if any, you have heard from your clients regarding passenger transportation services?

Already listed above

Q17 Are there any other major issues you would like to bring to our attention?

No

Q18 Please provide your contact information if you are willing to participate in a focus group regarding passenger transportation in Central Iowa. Respondent skipped this question

Central Iowa Passenger Transportation Coordinator and Provider Survey

#7

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, December 14, 2017 12:51:38 PM
Last Modified: Thursday, December 14, 2017 12:56:47 PM
Time Spent: 00:05:09
IP Address: 65.121.139.2

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Q1 If you're willing, please tell us what agency you are representing in taking this survey.

Polk County

Q2 Please classify what type of institution you represent. **Human Services**

Q3 What cities/counties does your organization serve?

Polk/Warren

Q4 Does your organization coordinate or provide transportation to your clients? **Only coordinate transportation**

Q5 If you directly provide transportation, does your organization use volunteer drivers? **We do not directly provide transportation.**

Central Iowa Passenger Transportation Coordinator and Provider Survey

Q6 Rank the following 2013 PTP priorities in terms of importance to your organization's ability to provide optimal service to clients:

Maintain and expand existing services	3
Get more low-income persons access to jobs at the hours they need them	8
More hours of service on weekends and weeknights	4
Develop more volunteer transportation systems in central Iowa	7
More marketing/education of transportation information and for making information easier to access	2
Better service multi-purpose trips	10
More training on how to use the bus system	9
Trips to essential services, particularly trips to medical appointments in Des Moines and Iowa City, as well as access to food and groceries	1
Make passenger transportation more affordable	6
Increase the availability of transit, i.e., ensuring sidewalks to bus stops are in good condition	5
Continue to study rapid transit alternatives	12
Coordination of land use and transportation decisions in the planning and development process of local governments	11

Q7 Please provide a brief explanation for your answers above. Respondent skipped this question

Q8 Over the last 5 years, in which of the following have strides been made to improve passenger transportation services in Central Iowa? (Check all that apply.) **More training on how to use the bus system**

Q9 Please provide a brief explanation for your selection(s) above: Respondent skipped this question

Q10 Over the past 5 years, have any of these issues become more problematic? (Check all that apply.) Respondent skipped this question

Q11 Please provide a brief explanation for your selection(s) above. Respondent skipped this question

Central Iowa Passenger Transportation Coordinator and Provider Survey

Q12 In the 2013 PTP, there are a number of recommended projects to be developed and implemented. Please rank their potential importance to you and your organization.

One Click One Call service	2
Mobility Matters Workshop	5
Volunteer Services	8
Night Service	9
Bus Training	6
Recovery Program for Unemployed Persons	7
Coordinated Medical Appointments	3
Des Moines - Iowa City Medical Transportation	4
Implementation of Mobility Management Action Plan	1

Q13 How do you communicate passenger transportation services to your clients? (Check all that apply.) **Word of Mouth**

Q14 If your organization directly provides transportation to its clients, please describe any fleet, facility, or equipment needs you currently have or are projecting to have in the next 5 years. **Respondent skipped this question**

Q15 If you answered the above, please describe how you intend to fund these needs. **Respondent skipped this question**

Q16 Please provide a summary of complaints, if any, you have heard from your clients regarding passenger transportation services?

Bus doesn't have a stop near their destination

Q17 Are there any other major issues you would like to bring to our attention? **Respondent skipped this question**

Q18 Please provide your contact information if you are willing to participate in a focus group regarding passenger transportation in Central Iowa. **Respondent skipped this question**